

Electronic Prescribing (eRx) Training

DHCS DEPLOYMENT OPERATIONS



eRx Training Agenda



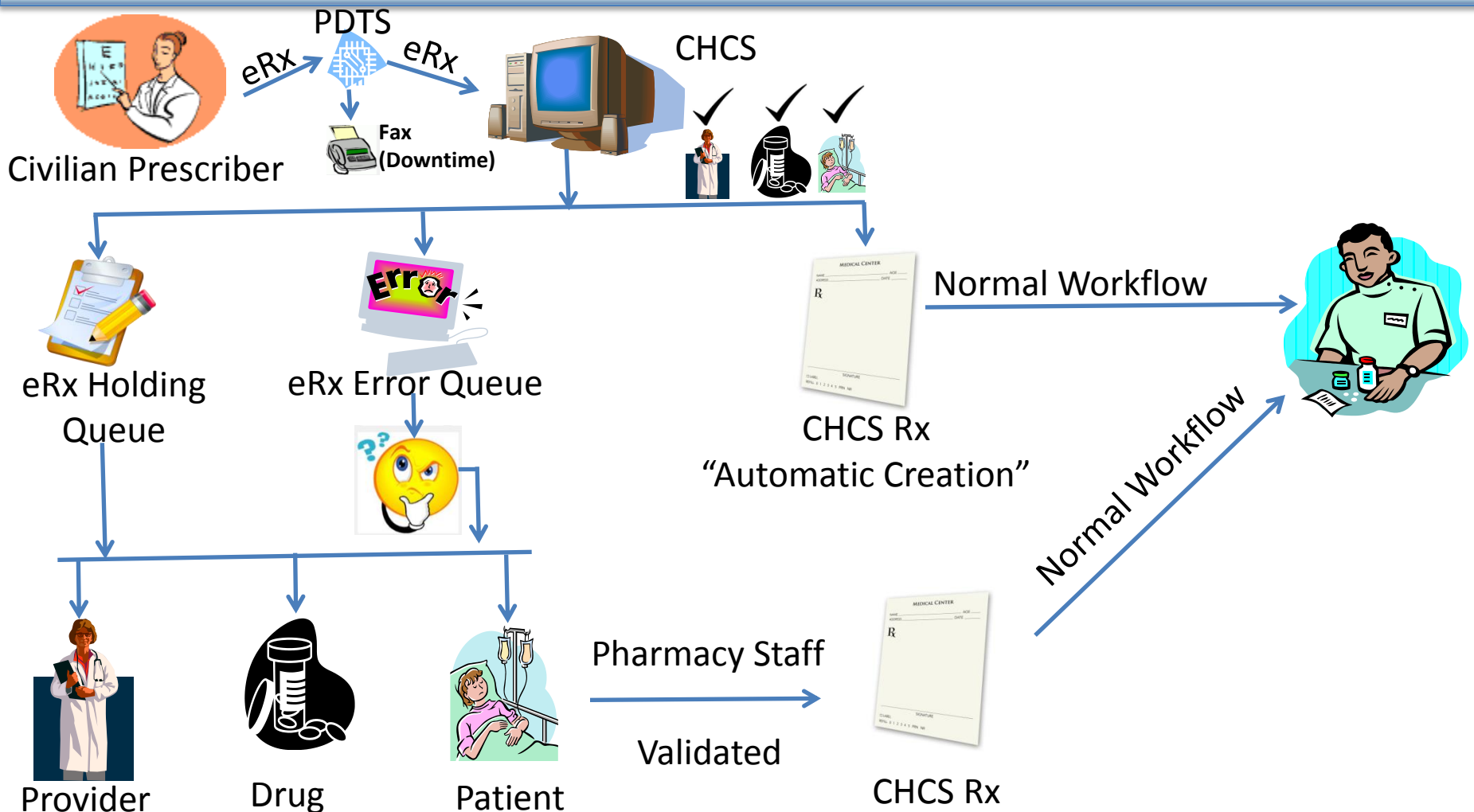
- ❑ **eRx workflow overview** – Review the two methods by which an eRx becomes a prescription in Composite Health Care System (CHCS): auto-creation and user validation.
- ❑ **Accessing the eRx Holding Queue** – Describe the two menu paths to access the eRx Holding Queue.
- ❑ **eRx Holding Queue Functionality** – Discuss the Inquiry, Search, sOrt, Remove and Error actions.
- ❑ **Validate Action** – Validate an eRx in the Holding Queue by reviewing, editing (if needed) and filing the eRx Patient, Drug, Provider and associated parameters to subsequently form a CHCS prescription.
- ❑ **eRx Reports** – Review the functionality of the various eRx reports.

eRx Workflow Overview

Primary Intent: to allow civilian prescribers to electronically transmit prescriptions to the Military Treatment Facility for dispensing, increasing safety through the reduction of transcription errors due to illegible handwritten prescriptions.

Note: Implementation of the eRx functionality within CHCS does not change user accounts or roles and responsibilities.

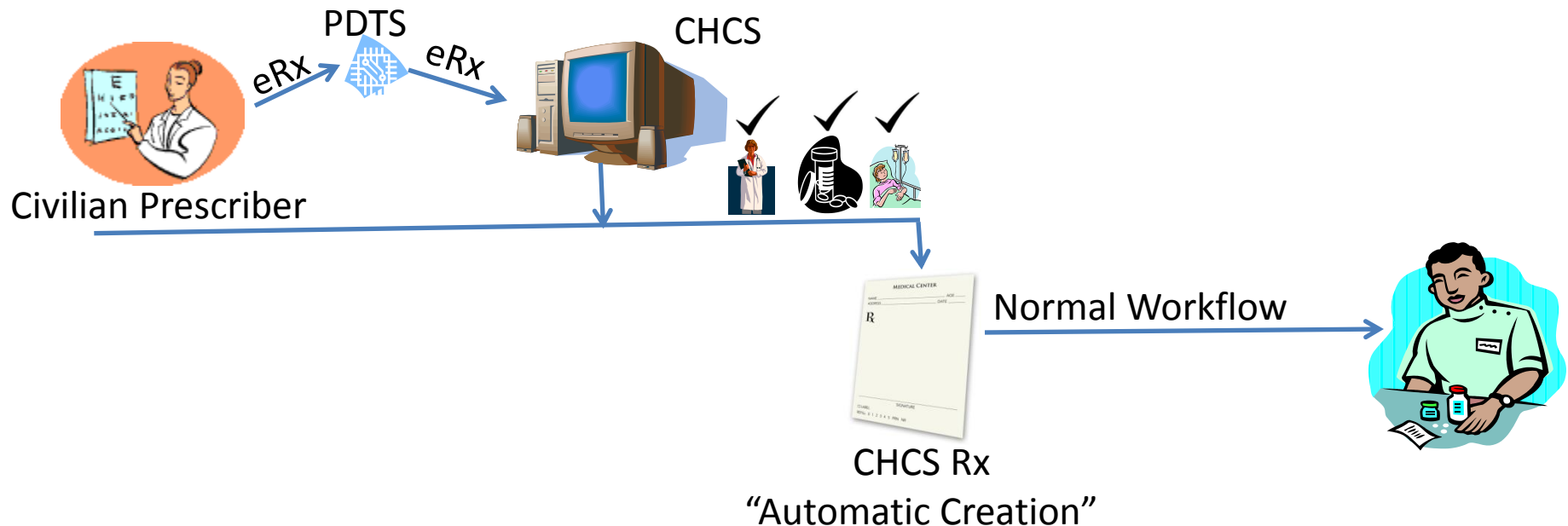
eRx Training – Process Overview



eRx Workflow – In Depth

Automatic Creation of a prescription within CHCS from an eRx.

- ❑ A prescription in CHCS is auto-created when the **patient, drug** and **prescriber** associated with the incoming e-prescription can be matched with a **patient, drug** and **prescriber** in CHCS.

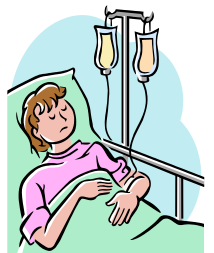


Business Rules for matching of eRx information

Auto-population and matching of CHCS **Patient** information requires:

The **first and last name**, **Date of Birth**, and **Gender** must match along with one of the following identifiers:

- a. Department of Defense identifier (**DoD ID**)
- b. Patient's Social Security number (**SSN**)
- c. **Street address, city, state, and zip code.**



Patient

Business Rules for auto matching of eRx information

Auto-population and matching of CHCS **Drug** information requires:

- a. A valid **National Drug Code** (NDC) must be received with the eRx:
- b. The NDC must be associated with a First DataBank **GCNSEQNO**
- c. The GCNSEQNO from the drug's NDC number in the eRx must match to an associated NDC in the CHCS drug file and the CHCS drug must:
 1. Be **marked as formulary** in the receiving outpatient site's drug file.
 2. **Not** be marked for **Inpatient use only**.
 3. **Not** be marked as a **compound** medication (manufactured in pharmacy).
 4. **Not** be marked as an **investigational** drug.
 5. **Not** be designated as a **controlled** medication (DEA schedule 1-5).
 6. **Not** be classified as a **medical supply** by First DataBank.



Business Rules for auto matching of eRx information

Auto-population & matching of CHCS **Provider** information requires:

- a. The Drug Enforcement Agency (**DEA**) number of the ordering provider is unique and matches a provider in CHCS
- b. The **NPI** of the ordering provider is unique and matches a provider in CHCS
- c. The **License number** of the ordering provider is unique and matches a provider in CHCS



Provider

Business Rules for auto creation of a CHCS prescription from an eRx

Additional requirements for CHCS prescription automatic creation to occur (in addition to the aforementioned patient, drug, and prescriber requirements):

- a. The eRx must not be designated Dispense as Written (**DAW**).
- b. The values within the eRx does not exceed local maximum values defined for **days supply, quantity** or **refills** within the outpatient site's formulary group.
- c. The prescriber has designated the prescription to be refilled as needed (**PRN**).
- d. The patient must have a completed registration.
- e. The prescriber must not be inactive within CHCS.
- f. The prescription number range must be defined for the medication class (legend vs. controlled substance).

When the patient, drug, provider, and additional matching criteria are successfully met in CHCS per the aforementioned business rules, a CHCS prescription will be automatically created and placed in either warning or suspense status within the patient's CHCS prescription profile.

```

***** QQZZ, LABMAP HUSBAND *****
FMP/SSN: 20/7711           Age: 64y           Sex: MALE           Rank: NE6
DoD ID:
Allergies:
Pharmacy Comment: NONE

Ht(in): Wt(lb):
SrCr(mg/dl):35 (Jan 2013) CrCL(ml/min): BSA(m2):
                                TYPE
-----A L L M E D S-----
No.  RX #           DRUG                                STATUS  QTY    FILL DATE      REF LEFT
1)  EB6000014      EXENATIDE--SQ 5MCG/0.02ML SYRN  F        2    Suspense      1 of 1
2)  EB6000015      FLUOXETINE (PROZAC BRAND)--PO   F       30    Suspense      1 of 1
3)  EB6000016      FLUOXETINE (PROZAC BRAND)--PO   W       90    Suspense      2 of 2
4)  EB6000017      EXENATIDE--SQ 5MCG/0.02ML SYRN  W        2    Suspense      1 of 1
5)  EB6000052      EXENATIDE--SQ 5MCG/0.02ML SYRN  W        2    Suspense      1 of 1
6)  EB6000053      FLUOXETINE (PROZAC BRAND)--PO   W       30    Suspense      1 of 1

```

A CHCS prescription that has been auto-created from an eRx will display “**eRx SYS – Entered**” when the prescription is selected for review under the PRI (prescription inquiry) menu; signifying the prescription was system generated.

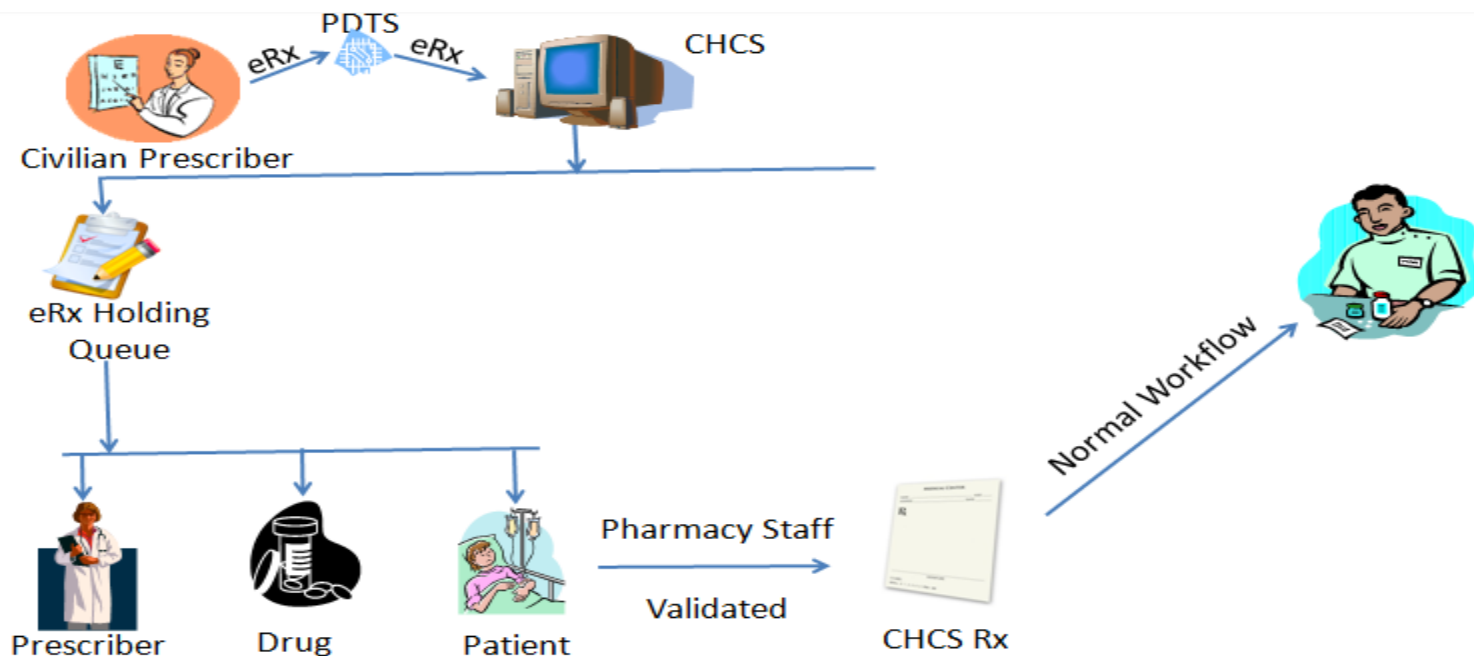
```
RX #: AC474
Patient: PEARSONXXX,BLUE AA
Order Number: 131107-00063 (eRx SYS - Entered)
Drug: IBUPROFEN--PO 400MG TAB
Sig: TT34 PFP
Quantity: 180 Refills Left: 2 of 2 Physician: BADGERXXX,DENISE
Status: WARNING Days Supply: 30 MEPRS Code:
FCCE/0553
Order Date/Time: 07 Nov 2013@0806 Expiration Date: 06 May 2014
Entered By: OFFBOARD,ERX Site: AO OP PHARMACY1
Comments:
NDC number(s):
00440-1626-20 IBUPROFEN 400 MG ORAL TABLET

Fill Activity for RX: AC474

Fill Date      Fill No.  Fill Type      Qty      Site      Logged By
-----
07 Nov 2013@1209    1      ORIGINAL FILL    180      AO OP PHARMACY1    eRx
```

eRx Processing: eRx in Holding Queue

Pharmacy staff validation is required to create a CHCS prescription from an e-prescription within the eRx holding queue.



Accessing the eRx Holding Queue in CHCS (Pending eRx)

eRx Training

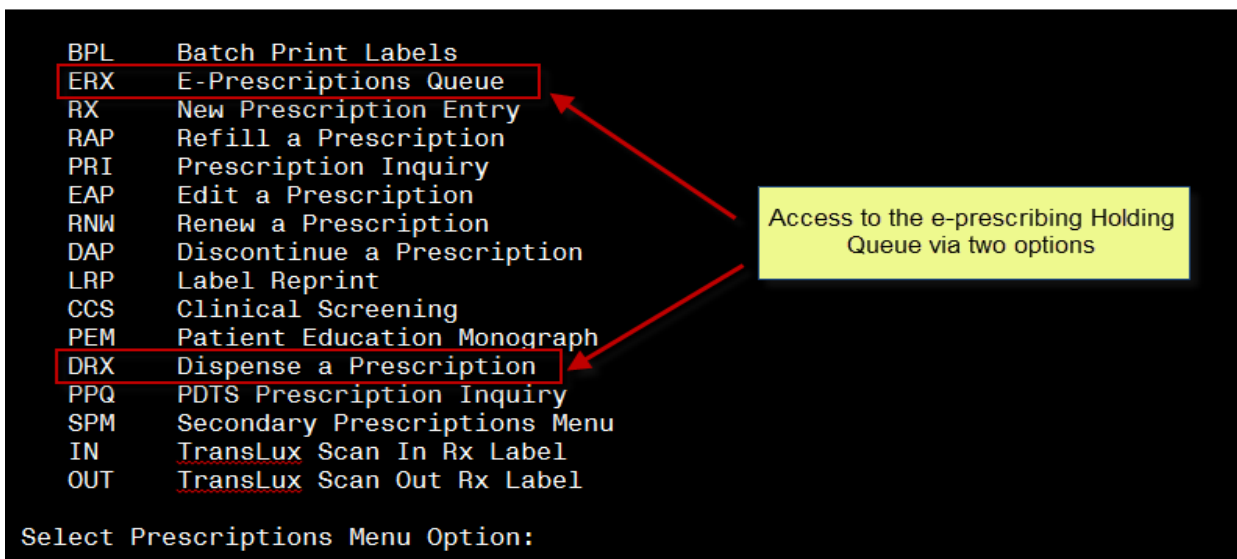
e-Prescription Processing – eRx Holding Queue



Pharmacy staff may access the eRx functionality through CHCS via:

A. the E-Prescriptions Queue (eRx) option on the Prescriptions Menu (**PM**).

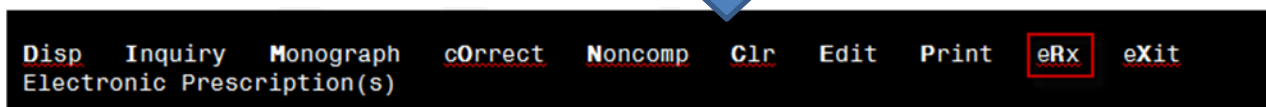
Menu Path: **PM** -> **eRx**



Or

B. the eRx action on the Dispense a Prescription (**DRX**) screen.

Menu Path: **PM** -> **DRX** -> **eRx action**



The text for
“Noncompliant
” and “Clear”
have been
abbreviated to
“Noncomp”
and “CLR”

eRx Training

e-Prescription Processing – eRx Holding Queue



eRx Holding Queue: eRxs in Pending Status : Menu Path: [PM](#) -> [eRx](#)

>> E-Prescriptions Holding Queue << Pharmacy Location: MAIN OUTPATIENT PHARMACY Sorted by: PATIENT Status: PENDING Count: 56 Search Mode: OFF Personal Data - Privacy Act of 1974 (PL 93-579)				
<div> <div>Status indicator</div> </div>				
Patient	Birth Date	Drug	Provider	Received Date
BROWDERXXX,RED AJ	01 Dec 1942	TOLTERODINE (DETROL)--PO 2MG TAB	MONACOSXX,ROSE	08 Jan 201401221
CHANCEYXXX,BLUE AE	01 Dec 1946	LEVOTHYROXINE(SYNTHROID)--PO 0.2MG	HEALEYXXX,ROSE	08 Jan 201401221
CLEARYDMXXX,BLUE AI	01 Dec 1960	AMLODIPINE (NORVASC)--PO 10MG TAB	LELANDXXX,PINK	08 Jan 201401221
COBURNXXX,RED AE	01 Dec 1960	RAMIPRIL (ALTACE)5MG--PO 5MG CAP	LELANDXXX,PINK	08 Jan 201401221
COGGINSXXX,RED AA	01 Dec 1943	ATENOLOL (TENORMIN)--PO 50MG TAB	LELANDXXX,PINK	08 Jan 201401221
COMSTOCKXXX,RED AE	01 Dec 1960	HALOPERIDOL (HALDOL)--PO 2MG TAB	ADAMSXXX,RED	08 Jan 201401221
CORRELLXXX,BLUE AB	01 Dec 1960	OXYMETAZOLINE--NAS 0.05%/GTT SPRA	ADAMSXXX,RED	08 Jan 201401221
CRABBXXX,BEIGE AA	01 Dec 1992	HYDROCORTISONE --TOP 2.5% OINT	LELANDXXX,PINK	28 Jan 201401500
DOCKERYXXX,RED AA	01 Dec 1952	ATORVASTATIN (LIPITOR)--PO 40MG TAB	CABANXXX,GREEN	08 Jan 201401221
DOUDXXX,BLUE AB	01 Dec 1960	ESTRADERM PATCH (OR GEN EQ)--TORM 0	MONACOSXX,ROSE	08 Jan 201401221
EASTERDAYXXX,BLUE AB	01 Dec 1960	TERAZOSIN (HYTRIN)--PO 5MG CAP	ADAMSXXX,RED	08 Jan 201401221
+ GADSONXXX,BLUE AC	01 Dec 1960	LEVOFLOXACIN (LEVAQUIN)--PO 500MG T	LELANDXXX,PINK	08 Jan 201401221
Validate Inquiry Search sOrt Remove Error eXit Validate eRx patient, drug, and provider				

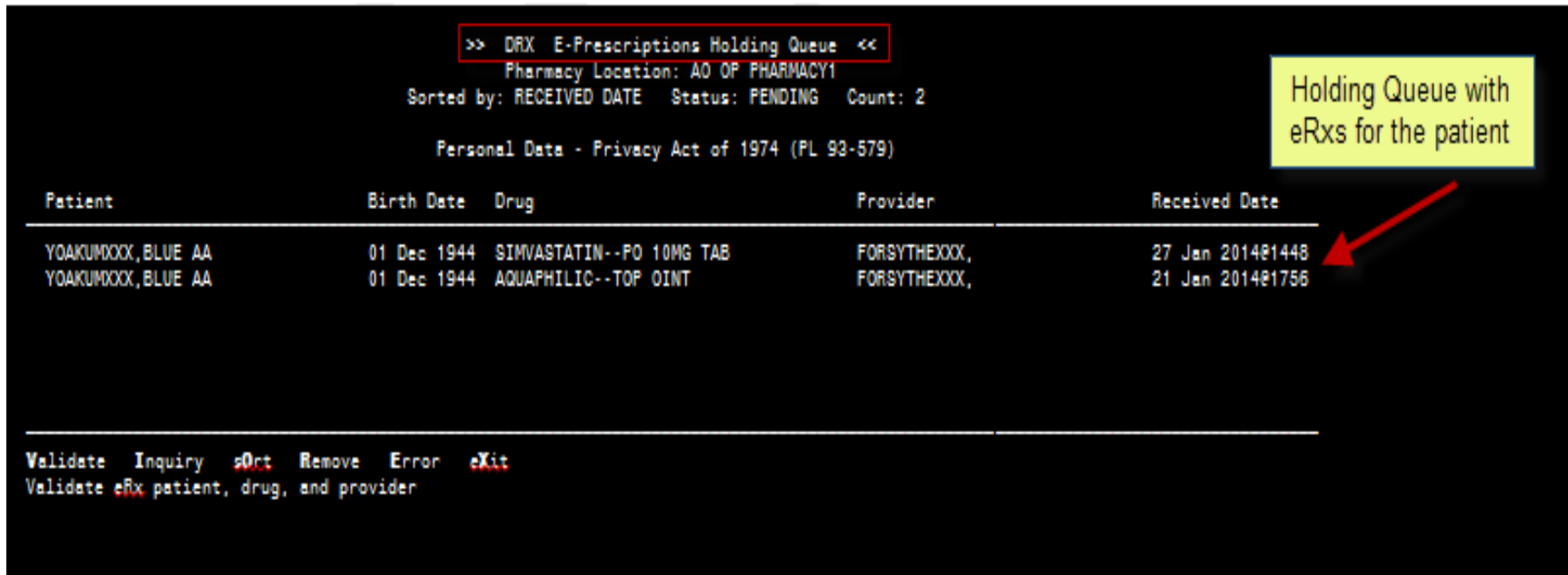
eRx Training

e-Prescription Processing – eRx Holding Queue



eRx Holding Queue: Menu Path: **PM** -> **DRX** -> **eRx action**

- The system searches for the patient based on the DRX-selected **Patient (last name, first name and date of birth (DOB))**.
- If an eRx patient matches the CHCS patient, the Holding Queue displays with the corresponding eRx Records.
Note: All of the displayed eRx records may not be for the DRX-selected patient.

A screenshot of a terminal-style interface for the eRx Holding Queue. At the top, a red box highlights the menu path ">> DRX E-Prescriptions Holding Queue <<". Below this, the text "Pharmacy Location: AO OP PHARMACY1" is displayed. Further down, it says "Sorted by: RECEIVED DATE Status: PENDING Count: 2". A line of text reads "Personal Data - Privacy Act of 1974 (PL 93-579)". The main part of the screen is a table with five columns: Patient, Birth Date, Drug, Provider, and Received Date. There are two rows of data. The first row shows a patient named YOAKUMXXX, BLUE AA, born 01 Dec 1944, with a drug of SIMVASTATIN--PO 10MG TAB, provided by FORSYTHEXXX, and received on 27 Jan 2014 at 1448. The second row shows the same patient with a drug of AQUAPHILIC--TOP OINT, also provided by FORSYTHEXXX, and received on 21 Jan 2014 at 1756. A yellow box on the right side of the screen contains the text "Holding Queue with eRx for the patient", with a red arrow pointing to the "Received Date" column. At the bottom of the screen, there is a menu with options: "Validate Inquiry sOct Remove Error eXit" and "Validate eRx patient, drug, and provider".

Patient	Birth Date	Drug	Provider	Received Date
YOAKUMXXX, BLUE AA	01 Dec 1944	SIMVASTATIN--PO 10MG TAB	FORSYTHEXXX,	27 Jan 2014#1448
YOAKUMXXX, BLUE AA	01 Dec 1944	AQUAPHILIC--TOP OINT	FORSYTHEXXX,	21 Jan 2014#1756

Validate Inquiry sOct Remove Error eXit
Validate eRx patient, drug, and provider

eRx Training

e-Prescription Processing – eRx Holding Queue



No eRx Found for Patient - Menu Path: **PM** -> **DRX** -> **eRx action**

- If no eRx are found for the patient, the Holding Queue in DRX displays a **No entries** message.
- If the names are not an exact match no records will display and the user should use the eRx pathway to **search** within the holding queue. The user may also wish to search the error queue for potential matches.

```
>> DRX E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: RECEIVED DATE Status: PENDING Count: 0

Personal Data - Privacy Act of 1974 (PL 93-579)
```

Patient	Birth Date	Drug	Provider	Received Date
---------	------------	------	----------	---------------

No entries in the holding queue for selected patient

```
Error eXit
View holding queue entries with errors
```

**Once in the eRx holding queue within CHCS how do I
manipulate the eRxs within?**

eRx Training

e-Prescription Processing – eRx Holding Queue Functions



HOLDING QUEUE ACTION BAR

The Holding Queue action bar includes the following actions:

- **Validate*** allows you to process an eRx by validating the **Patient, Drug, and Provider** information.
- **Inquiry*** provides origin of order, details of the eRx, and how the information was transmitted related to the prescription.
- **Search** allows you to search by Patient, Date of Birth, Received Date or Provider.
- **sOrt** data by Patient, Received Date or Provider.
- **Remove*** the eRx from the Holding Queue.
- **Error** will list eRx's in an ERROR status due to missing required fields or invalid values.
- **eXit** the Holding Queue and return to the previous menu (either Prescriptions Menu or the DRX screen).

*- multi-select enabled

Validate

Inquiry

Search

sOrt

Remove

Error

eXit

Inquiry action (eRx Holding Queue)

eRx Training

e-Prescription Processing – Holding Queue Functionality



INQUIRY ACTION

Use the Inquiry action within the Holding Queue to display or print the complete details of one or more eRx from the Holding Queue.

The screenshot displays the 'E-Prescription Details' screen. At the top right, a red box highlights '2 of 3', with a yellow box labeled 'x of y indicator' pointing to it. A blue arrow from the 'Multi-select functionality' box points to this indicator. The screen is divided into two main sections: 'eRx Patient' and 'eRx Drug'. The 'eRx Patient' section includes fields for Patient (BRACEXXX,BLUE AC), DoD ID, Patient Addr (5555 INTERNALTEST COURT), City (DAYTON), St (OHIO), Home Phone, Work, DOB (01 Jan 1999), SSN (3333), Sex (MALE), Zip (45439), and Cell. A yellow box labeled 'Patient data' points to this section. The 'eRx Drug' section includes a red box around 'eRx Drug', a yellow box labeled '*Match Found*', Drug (CIMETIDINE (TAGAMET)--PO 400MG TAB), NDC (00108-5026-18), Date Written (07 Jan 2014@0001), Sig (T1 TAB TID), Qty (60), Units (TABLET), Refills (2), Days Supply (30), Substitution Allowed (NOT ALLOWED), HCP Sys Order# (auto7b), PDS eRx Order# (E14008055D0000), and HCP Comments. A yellow box labeled 'Drug / Prescription data' points to this section. At the bottom, a red box highlights the instruction 'Press <RETURN> to continue or '^' to skip', with a yellow box pointing to it that says 'Either continue to the second screen for the eRx record or enter '^' to skip to the next eRx selected'. A blue arrow from the 'Multi-select functionality' box points to this instruction.

E-Prescription Details

2 of 3 ← 'x of y' indicator

Multi-select functionality

'x of y' indicator – identifies the current eRx being displayed out of the total number selected

eRx Patient

Patient: BRACEXXX,BLUE AC DOB: 01 Jan 1999
DoD ID: SSN: 3333
Patient Addr: 5555 INTERNALTEST COURT Sex: MALE
City: DAYTON St: OHIO Zip: 45439
Home Phone: Work: Cell:

Patient data

eRx Drug *Match Found*

Drug: CIMETIDINE (TAGAMET)--PO 400MG TAB

NDC: 00108-5026-18 Date Written: 07 Jan 2014@0001
Sig: T1 TAB TID

Drug / Prescription data

Qty: 60 Units: TABLET Refills: 2 Days Supply: 30
Substitution Allowed: NOT ALLOWED
HCP Sys Order#: auto7b PDS eRx Order#: E14008055D0000
HCP Comments:

Press <RETURN> to continue or '^' to skip

Either continue to the second screen for the eRx record or enter '^' to skip to the next eRx selected

Multi-select functionality

eRx Training

e-Prescription Processing – Holding Queue Functionality



eRx Provider		*Match Found*	
Name:	LELANDXXX,PINK	DEA#:	
Office Phone:		NPI:	7093561760
Practice Name:		License#:	
Supervising Provider:			
Addr:			
City:		St:	Zip:

eRx Pharmacy		NPI: 2420911465	
Name:	TOWN PHARMACY		
Other Designation:			
PDTS Pharmacy ID:	9978783	Phone:	555-826-9999
Street Address:	5555 ARMY DRIVE		
City:	SAN DIEGO	St:CA	Zip: 92121

Current Dispensing Pharmacy		NPI: 2420911465	
Name:	Main Outpatient Pharmacy		
Division:	WRIGHT-PATTERSON MED CEN		
PDTS Pharmacy ID:	9978783	Phone:	
Street Address:			
City:		St:	
Press <RETURN> to continue or 'X' to eXit		Either continue to the next eRx record selected or enter 'X' to exit to the Holding Queue	

Provider data

Civilian Pharmacy data

DoD Pharmacy data

Multi-select functionality

Search action(s)
(eRx Holding Queue)

SEARCH ACTION

Use the Search action within the Holding Queue to search by one of the following criteria:

- Patient
- Date of birth
- Provider
- Date range

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION:

- **None** – resets the eRx holding queue to alphabetical by patient last name (search by none of these options)

eRx Training

e-Prescription Processing – Holding Queue Functionality



Search by (P)atient

Enter “P” at the **Search Criteria** prompt and the “**Enter QUEUE FILE Patient Name**” prompt displays.

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: P

Search by Patient

Enter QUEUE FILE Patient Name:

eRx Training

e-Prescription Processing – Holding Queue Functionality



Enter any portion of the Patient Name in the following format:

LASTNAME,FIRSTNAME (e.g. TESTXXX,JOHN).

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: P

Search by Patient

Enter QUEUE FILE Patient Name: CO

Search for partial patient name by "CO"

eRx Training

e-Prescription Processing – Holding Queue Functionality



The eRx records with patient names that match the criteria entered display for selection

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.


Make a SELECTION: P

Enter QUEUE FILE Patient Name: CO

- 1 COBURNXXX,RED AE 08 Jan 2014@1221
DOB: 01 Dec 1960 Sex: F
SSN: 948060196 EDI_PN:
- 2 COGGINSXXX,RED AA 08 Jan 2014@1221
DOB: 01 Dec 1943 Sex: F
SSN: 948047449 EDI_PN:
- 3 CORRELLXXX,BLUE AB 08 Jan 2014@1221
DOB: 01 Dec 1960 Sex: M

Choose 1-3:

Search results selection list

A red arrow originates from the yellow box labeled "Search results selection list" and points towards the list of search results, specifically highlighting the first entry.

eRx Training

e-Prescription Processing – Holding Queue Functionality



The figure below shows two eRx records for the same patient in the search results selection list. One of those records is selected.

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: P

Enter QUEUE FILE Patient Name: H

1	HACKMANXXX,BLUE AN	16 Apr 2014@1317
	DOB: 01 Dec 1960	Sex: M
	SSN: 948307607	EDI_PN:
2	HAFFNERXXX,RED AC	08 Jan 2014@1221
	DOB: 01 Dec 1942	Sex: F
	SSN: 948068647	EDI_PN:
3	HALEYXXX,BLUE ZA	21 May 2014@1550
	DOB: 01 Dec 1967	Sex: F
	SSN: 948010749	EDI_PN:
4	HALEYXXX,BLUE ZA	21 May 2014@1641
	DOB: 01 Dec 1967	Sex: F
5	HALEYXXX,BLUE ZA	21 May 2014@1652
	DOB: 01 Dec 1967	Sex: F

Type '^' to stop, or

Choose 1-5: 3

Multiple eRx records for same patient

Select one record

eRx Training

e-Prescription Processing – Holding Queue Functionality



When you select an eRx record from the search results selection list, all eRx records with that patient name display in the eRx Holding Queue.

>> E-Prescriptions Holding Queue <<
Pharmacy Location: Main Outpatient Pharmacy
Sorted by: PATIENT Status: PENDING Count: 4
Search Mode: ON Type: PATIENT Value: HALEYXXX,BLUE ZA
Personal Data - Privacy Act of 1974 (PL 93-579)

Search criteria in header

Patient	Birth Date	Drug	Provider	Received Date
HALEYXXX,BLUE ZA	01 Dec 1967	TYLENOL ACETAMINOPHEN (TYLENOL)--P	BROWNEXXX,MARON	21 May 2014@1550
HALEYXXX,BLUE ZA	01 Dec 1967	HYDROCORTISONE --TOP 2.5% OINT	BROWNEXXX,MARON	21 May 2014@1641
HALEYXXX,BLUE ZA	01 Dec 1967	FEXOFENADINE (ALLEGRA)--PO 60MG CAP	BROWNEXXX,MARON	21 May 2014@1652
HALEYXXX,BLUE ZA	01 Dec 1967	FERROUS SULFATE--PO 325MG TAB	BROWNEXXX,MARON	21 May 2014@1704

Four eRx records for same patient

Validate Inquiry Search Remove Error eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one

The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**PATIENT Search Value: HEALDXXX, BLUE ZA**)

The **Validate**, **Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Search by date of (B)irth

Enter “B” at the **Search Criteria** prompt and the “**Please enter a birth date**” prompt displays.

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: B

Please enter a birth date: 01 DEC 1960

Formats Allowed:

Dec 1 1960 or 01 DEC 1960 or 12/01/60 or 120160 or Julian Date

T (for TODAY)

T-1 (for YESTERDAY), T-3W (3 WEEKS AGO), etc.

Search by date of (B)irth

If a search is performed and if no records match the search criteria, a **“No Entries Found”** message displays and you are prompted again to enter the search criteria

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: B

Please enter a birth date: 01 DEC 1902 (01 Dec 1902)

No entries were found for that date of birth.

Please enter a birth date:

eRx Training

e-Prescription Processing – Holding Queue Functionality



When matching results are found, you are presented with a selection list of the search results

>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OF PHARMACY1
Sorted by: PATIENT Status: ERROR Count: 3
Search Mode: ON Type: DATE OF BIRTH Value: 01 Dec 1960
Personal Data - Privacy Act of 1974 (PL 93-579)

Patient	Birth Date	Drug	Provider	Received Date
ABBATEXXX,RED AA	01 Dec 1960	SPIRONOLACTONE--PO 25MG TAB	WATSONXXX,TEST	24 Jan 2014#1428
GADSONXXX,BLUE AC	01 Dec 1960	LEVOFLOXACIN(LEVAQUIN)--PO 500MG TA	LELANDXXX,PINK	03 Jan 2014#0714
ONEALXXX,BLUE AF	01 Dec 1960	SIMVASTATIN(ZOCOR) PO TAB--PO 80MG	LELANDXXX,PINK	03 Jan 2014#0714

Validate Inquiry Search Remove Pending eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one

Search criteria in header

All eRx records with matching DOB

The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**DATE OF BIRTH Value: 01 Dec 1960**)

The **Validate**, **Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Search by p(R)ovider

Enter “R” at the **Search Criteria** prompt and an “Enter QUEUE FILE *Provider Name*” prompt displays

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: R

Enter QUEUE FILE Provider Name: LELANDXXX,PINK

Enter the provider’s name in the following format:

LASTNAME,FIRSTNAME (e.g. TESTNAME,JOHN).

eRx Training

e-Prescription Processing – Holding Queue Functionality



The eRx in the Holding Queue with the matching provider will display sorted by patient last name in ascending order (A-Z).

```
>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OF PHARMACY1
Sorted by: PATIENT Status: ERROR Count: 4
Search Mode: ON Type: PROVIDER Value: LELANDXXX,PINK
Personal Data - Privacy Act of 1974 (PL 93-579)
```

Patient	Birth Date	Drug	Provider	Received Date
GADSONXXX,BLUE AC	01 Dec 1960	LEVOFLOXACIN(LEVAQUIN)--PO 500MG TA	LELANDXXX,PINK	03 Jan 2014#0714
GADSONXXX,BLUE AC	01 Dec 1960	SPIRONOLACTONE--PO 25MG TAB	LELANDXXX,PINK	03 Jan 2014#0714
HEALDXXX,BLACK AB	01 Dec 1993	OMEPRAZOLE(PRILOSEC)--PO 20MG CPSR	LELANDXXX,PINK	03 Jan 2014#0713
ONEALXXX,BLUE AF	01 Dec 1960	SIMVASTATIN(ZOCOR) PO TAB--PO 80MG	LELANDXXX,PINK	03 Jan 2014#0714

```
Validate Inquiry Search Remove Pending eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one
```

Figure: Search Results by Provider

The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**PROVIDER Value: LELANDXXX, PINK**)

The **Validate**, **Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Search by (D)ate Range

Enter "D" at the **Search Criteria** prompt and the **"FROM/TO RECEIVED DATE"** prompts display.

Search Action

Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate range, or (N)one.

Make a SELECTION: D

Enter the 'FROM' RECEIVED DATE: T-7// (24 Jan 2014)

Enter the 'TO' RECEIVED DATE: T//

Formats Allowed:

Dec 1 1960 or 01 DEC 1960 or 12/01/60 or 120160 or Julian Date

T (for TODAY)

T-1 (for YESTERDAY), T-3W (3 WEEKS AGO), etc.

eRx Training

e-Prescription Processing – Holding Queue Functionality



All eRxS received within the selected date range will display by **Received Date** starting with the **most recent date**.

```
>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: PATIENT Status: PENDING Count: 4
Search Mode: ON Type: DATE RANGE Value: 24 Jan 2014 to 31 Jan 2014
Personal Data - Privacy Act of 1974 (PL 93-579)
```

Patient	Birth Date	Drug	Provider	Received Date
BEACHXXX,BLUE AA	01 Dec 1960	RIVAROXABAN--PO 10MG U/D TAB	WATSONXXX,TEST	30 Jan 2014#1643
NORFLEETXXX,GOLD AA	01 Dec 1978	SIMVASTATIN--PO 10MG TAB	MOOREXXX,SCARLET	28 Jan 2014#1122
VOORHEESXXX,BLUE AA	13 Jan 2013	SIMVASTATIN--PO 10MG TAB	MOOREXXX,SCARLET	28 Jan 2014#1205
YOAKUMXXX,BLUE AA	01 Dec 1944	SIMVASTATIN--PO 10MG TAB	FORSYTHEXXX,	24 Jan 2014#1428

```
Validate Inquiry Search Remove Error eXit
Search by (P)atient, date of (B)irth, p(R)ovider, (D)ate Range, or (N)one
```

The header at the top of the queue indicates (**Search Mode: ON**) and the type of search being performed (**DATE RANGE Value: 24 Jan 2014 to 31 Jan 2014**)

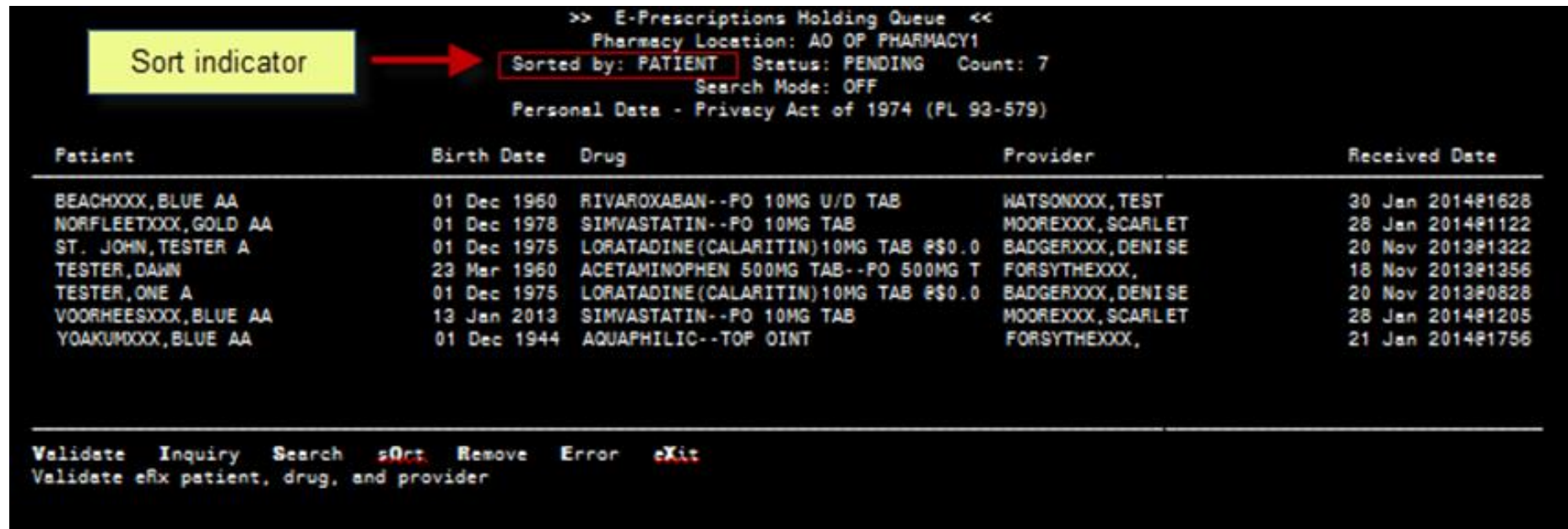
The **Validate**, **Inquiry**, or **Remove** actions may be performed on the search results, from the Holding Queue action bar.

Sort action (eRx Holding Queue)

SORT ACTION

The **sOrt** action allows you to sort the records in the Holding Queue by one of the following criteria:

- **Patient** - ascending order (A-Z), and within Patient by Received Date with **most recent first**, and then by Provider in ascending order (A-Z).
- **Received Date** - most recent first, and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).
- **Provider** - ascending order (A-Z), and within Provider by Received Date with **oldest first**, and then by Patient in ascending order (A-Z).



>> E-Prescriptions Holding Queue <<
Pharmacy Location: AO OP PHARMACY1
Sorted by: PATIENT Status: PENDING Count: 7
Search Mode: OFF
Personal Data - Privacy Act of 1974 (PL 93-579)

Patient	Birth Date	Drug	Provider	Received Date
BEACHXXX,BLUE AA	01 Dec 1960	RIVAROXABAN--PO 10MG U/D TAB	WATSONXXX,TEST	30 Jan 2014#1628
NORFLEETXXX,GOLD AA	01 Dec 1978	SIMVASTATIN--PO 10MG TAB	MOOREXXX,SCARLET	28 Jan 2014#1122
ST. JOHN,TESTER A	01 Dec 1975	LORATADINE(CALARITIN)10MG TAB #S0.0	BADGERXXX,DENISE	20 Nov 2013#1322
TESTER,DAWN	23 Mar 1960	ACETAMINOPHEN 500MG TAB--PO 500MG T	FORSYTHEXXX,	18 Nov 2013#1356
TESTER,ONE A	01 Dec 1975	LORATADINE(CALARITIN)10MG TAB #S0.0	BADGERXXX,DENISE	20 Nov 2013#0828
VOORHEESXXX,BLUE AA	13 Jan 2013	SIMVASTATIN--PO 10MG TAB	MOOREXXX,SCARLET	28 Jan 2014#1205
YOAKUMXXX,BLUE AA	01 Dec 1944	AQUAPHILIC--TOP OINT	FORSYTHEXXX,	21 Jan 2014#1756

Validate Inquiry Search **sOrt** Remove Error eXit
Validate eRx patient, drug, and provider

Remove Action (eRx Holding Queue)

eRx Training

e-Prescription Processing – Holding Queue Functionality



Remove Process Overview

The **Remove** action allows you to **permanently** remove one or more eRx from the eRx Holding Queue.

You **cannot** bring an eRx back to the Holding Queue for processing once it has been removed.

After selecting an eRx from the Holding Queue, select the **Remove** action and the **Removal Action** screen displays.

A screenshot of the "Removal Action" screen in a terminal-style font. The screen is black with white text. At the top, a red box labeled "Removal Action" has a red arrow pointing to it from a yellow box labeled "Removal Action screen". The screen displays patient and drug information. A yellow box labeled "eRx information scroll window" points to the drug information section. At the bottom, a red box labeled "Removal REASON:" has a red arrow pointing to it from a yellow box labeled "Removal REASON prompt".

```
Removal Action
-----
e-Prescription Patient
  Patient: TESTER,ONE A      DOB: 01 Dec 1975
  DoD ID:                   SSN: 3333
  Patient Addr:             Sex: MALE
  City:                     St/Cntry: Zip:
  Home Phone:               Work:      Cell:
-----
e-Prescription Drug
Drug: LORATADINE(CALARITIN)10MG TAB @$0.08/EA-
NDC: 51660-0526-05          Date Written:13 Nov 2013@0001
Sig: TAKE ONE DAILY
+ Qty: 30                   Units:      Refills: 2    Days Supply: 30
-----
Enter a REASON for removing this eRx from the holding queue display.
Removal REASON:
```

eRx Training

e-Prescription Processing – Holding Queue Functionality



Removal Reason Code	Description
1	DUPLICATE MEDICATION
2	INVALID/MISSING INFORMATION
3	NON FORMULARY/PROVIDER DID NOT CHANGE ORDER
4	PATIENT NO SHOW
5	PATIENT NOT ELIGIBLE
6	PATIENT REFUSED
7	PRESCRIPTION EXPIRED
8	PROVIDER CANCELLED RX
9	PROVIDER INFORMATION INSUFFICIENT
98	TRANSFERRED TO ANOTHER PHARMACY
99	OTHER

eRx Training

e-Prescription Processing – Holding Queue Functionality



Removal eRx Entry

eRx Patient

Patient: BRACEXXX,BLUE AC

DOB: 01 Dec 1984

DoD ID:

SSN:

Patient Addr: 8943 INTERNALTEST COURT

Sex: MALE

City: DAYTON

St: OHIO

Zip: 45439

Home Phone:

Work:

Cell:

PATIENT NO SHOW
PATIENT NOT ELIGIBLE
PATIENT REFUSED

Make choice = **SELECT** Exit = **F10**

Removal REASON: **patien**

Partial text entered at
Removal REASON
prompt

Matching reasons
display for selection

eRx Training

e-Prescription Processing – Holding Queue Functionality



Enter a REASON for removing this eRx from the holding queue display.

Removal REASON: PATIENT NO SHOW

Removal REASON selected

File/exit Abort Edit

File changes and exit.

File/exit action bar

After selecting a removal reason, a confirmation prompt displays.

Removal eRx Entry

eRx Patient

Patient: BRACEXXX,BLUE AC

DOB: 01 Dec 1984

DoD ID:

SSN:

Patient Addr: 8943 INTERNALTEST COURT

Sex: MALE

City: DAYTON

St: OHIO

Zip: 45439

Warning:

This action will render the eRx unfillable. If you change your mind, you will need to contact the civilian provider for a new prescription.

Are you sure you want to remove from the queue? N

Confirmation prompt

+ Qty: 60

Units:

Refills: 2

Days Supply: 30

Enter a REASON for removing this eRx from the holding queue display.

Removal REASON: PATIENT NO SHOW

eRx Training

e-Prescription Processing – Holding Queue Functionality




If the user selected **TRANSFERRED TO ANOTHER PHARMACY** as the removal reason, the user must enter descriptive information about the receiving pharmacy.

Removal eRx Entry

eRx Patient	
Patient: TESTER,DAWN20	DOB: 01 Jan 1999
DoD ID:	SSN:
Patient Addr:	Sex: FEMALE
City: St:	Zip:

You have selected a REASON of 'Transferred to another pharmacy'. Please enter a description. Minimum documentation about the receiving pharmacy (Rx): Rx name, Rx phone number, accepting RPh's name, and pharmacy Rx DEA (controls only).

DESCRIPTION: 

Enter a description of the Pharmacy the eRx was transferred to

"TRANSFERRED" entered as the Removal REASON

Enter a REASON for removing this eRx from the holding queue display.

Removal REASON: TRANSFERRED TO ANOTHER PHARMACY

eRx Training

e-Prescription Processing – Holding Queue Functionality



When multiple eRx's are selected and the user enters “^” at any prompt or presses <F10> and selects Abort from the action bar, the user can choose to:

- eXit – return back to the holding queue without validating the current eRx and the remaining selected eRx's
 - eRx's validated prior to selecting eXit, remain validated and no longer available in the holding queue
- Skip – move to the next selected eRx without validating the current eRx from the holding queue

TESTER,DAWN20

01 Jan 1999 ASPIRIN--PO 32

2 of 3

Choose e(X)it the selected list
or
(S)kip to the next entry.

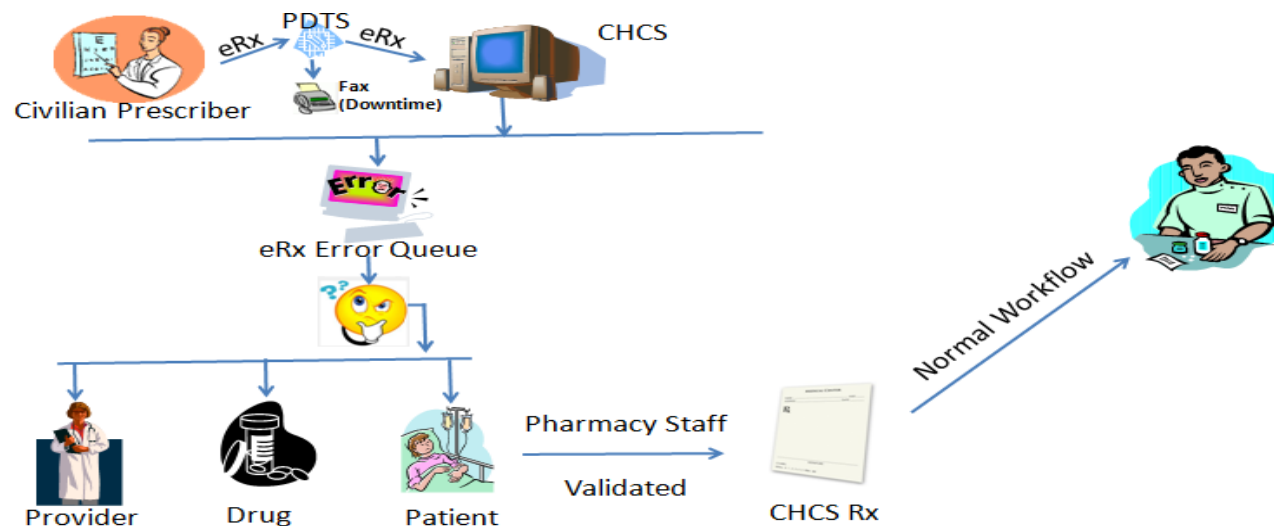
Make a selection: S//

One-line eRx identifier
for current record

Select X to exit or S to skip

Multi-select
functionality

Error function (eRx Holding Queue)



eRx Training

e-Prescription Processing – Holding Queue Functionality



ERROR Function

An eRx with an error will be transmitted to the Holding Queue with the status of error due to **missing required fields** or **invalid values**.

This is different than an eRx in a status of **PENDING**.

```
Validate Inquiry Search sOrt Remove Error eXit
View holding queue entries with errors
```

eRx Training

e-Prescription Processing – Holding Queue Functionality



After selecting the **Error** action, the Holding Queue displays all eRx in ERROR status. The Holding Queue header indicates the status you are viewing, and the action on the Holding Queue action bar toggles to **Pending**

The screenshot displays the 'E-Prescriptions Holding Queue' interface. At the top, the header shows 'Pharmacy Location: AO OP PHARMACY1', 'Sorted by: PATIENT', 'Status: ERROR' (highlighted with a red box and an arrow), and 'Count: 11'. Below this is a yellow box labeled 'Status indicator'. The main table lists prescriptions with columns for Patient, Birth Date, Drug, Provider, and Received Date. At the bottom, the action bar shows 'Validate', 'Inquiry', 'Search', 'Sort', 'Remove', 'Pending' (highlighted with a red box and an arrow), and 'Exit'. A yellow box labeled 'Action toggles to Pending' points to the 'Pending' button. Below the action bar is the text 'View pending holding queue entries'.

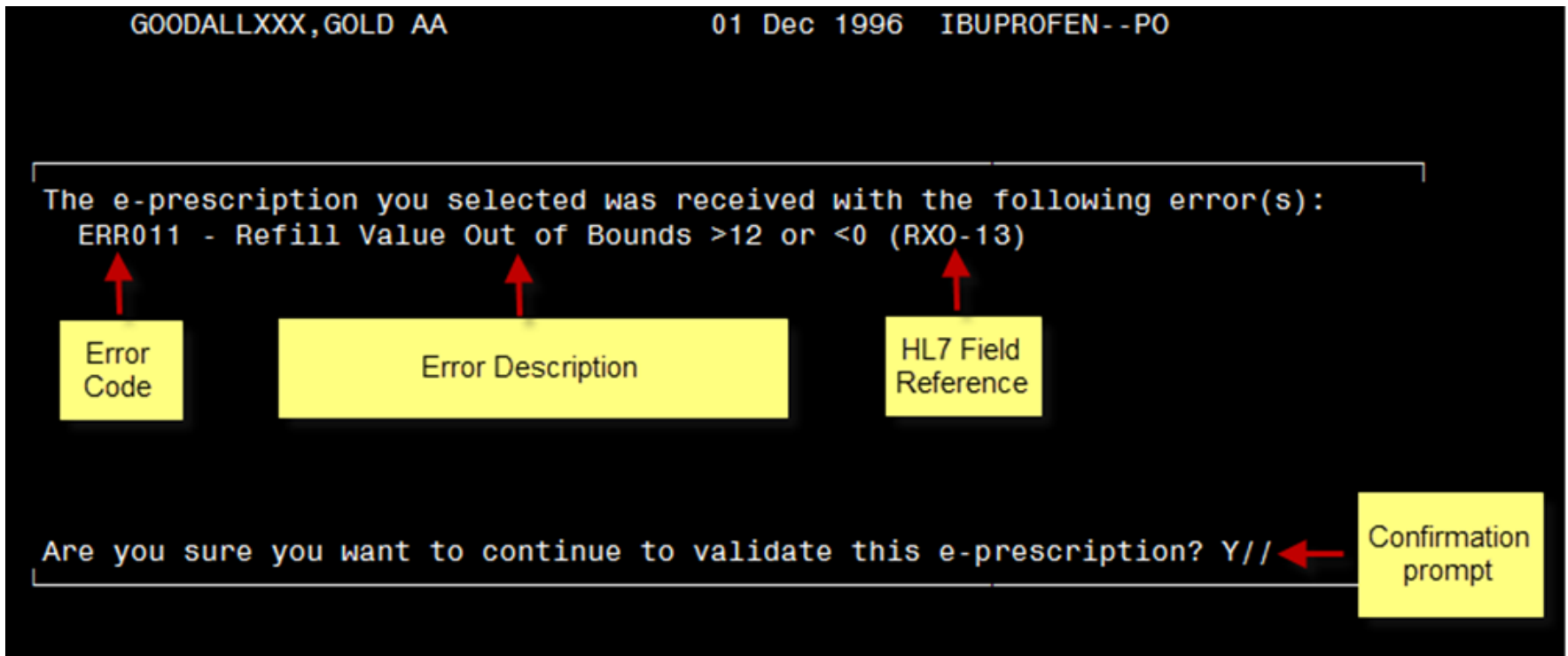
Patient	Birth Date	Drug	Provider	Received Date
ABBATEXXX,RED AA	01 Dec 1960	<blank drug>	WATSONXXX,TEST	24 Jan 2014#1428
CLIFTXXX,BLUE AA	01 Dec 1966	<blank drug>	FORSYTHXXX,	23 Dec 2013#1418
CORBETTXXX,RED AA	01 Dec 1951	RANITIDINE--PO 150MG TAB	MOOREXXX,SCARLET	28 Jan 2014#1026
GADSONXXX,BLUE AC	01 Dec 1960	LEVOFLOXACIN(LEVAQUIN)--PO 500MG TA	LELANDXXX,PINK	03 Jan 2014#0714
GADSONXXX,BLUE AC	01 Dec 1960	SPIRONOLACTONE--PO 25MG TAB	LELANDXXX,PINK	03 Jan 2014#0714
HEALDXXX,BLACK AB	01 Dec 1993	OMEPRazole(PRILOSEC)--PO 20MG CPSR	LELANDXXX,PINK	03 Jan 2014#0713
LAWSXXX,RED AA	01 Dec 1975	PHENYTOIN SODIUM EXTENDED(DILANTIN)	FORSYTHXXX,CHERRY V	30 Dec 2013#1312
ONEALXXX,BLUE AF	01 Dec 1960	SIMVASTATIN(ZOCOR) PO TAB--PO 80MG	LELANDXXX,PINK	03 Jan 2014#0714
PEARSONXXX,BLUE AA	01 Dec 1975	IBUPROFEN 400 MG ORAL TABLET	BADGERXXX,DENISE	08 Nov 2013#0839
PEARSONXXX,BLUE AA	01 Dec 1975	IBUPROFEN 400 MG ORAL TABLET	BADGERXXX,DENISE	11 Nov 2013#0838
TESTER,DAWN	<blank dob>	ACETAMINOPHEN 500MG TAB---PO 500MG	FORSYTHXXX,	18 Nov 2013#1357

If a patient stated their civilian provider sent an eRx, but it is not on the Pending list, check the list of eRx in ERROR status before calling the civilian provider.

Error Codes

The errors associated with an eRx will display when you select an eRx and choose the **Validate**, **Inquiry**, or **Remove** actions.

Validate selected:



```
GOODALLXXX,GOLD AA                01 Dec 1996  IBUPROFEN--PO

The e-prescription you selected was received with the following error(s):
ERR011 - Refill Value Out of Bounds >12 or <0 (RXO-13)

Are you sure you want to continue to validate this e-prescription? Y//
```

Diagram labels and arrows:

- Error Code**: Points to `ERR011`
- Error Description**: Points to `- Refill Value Out of Bounds >12 or <0`
- HL7 Field Reference**: Points to `(RXO-13)`
- Confirmation prompt**: Points to `Y//`

eRx Training

e-Prescription Processing – Holding Queue Functionality



Inquiry selected:

GOODALLXXX,GOLD AA

01 Dec 1996 IBUPROFEN--PO

The system encountered the following error(s) upon receipt of this eRx:
ERR011 - Refill Value Out of Bounds >12 or <0 (RX0-13)

Press <RETURN> to continue or 'E' to exit

Note: The user selects
"E" to exit instead of "X"

eRx Training

e-Prescription Processing – Holding Queue Functionality



Remove selected:

```
Removal eRx Entry
+-----+
+   Street Address:      City:      St:      Zip:
+-----+
+-----+
Current Dispensing Pharmacy
      Name: AO OP PHARMACY1 (Mixed Case)
      Division: ARMY OUTPATIENT DIVISION
PDTs Pharmacy ID: 9990905      Phone: 999-9999
      Street Address: 12841 ARMY DRIVE
      City:      St: CA      Zip: 92121
+-----+
eRx Errors
Refill Value Out of Bounds >12 or <0 (RX0-13)
+-----+

Enter a REASON for removing this eRx from the holding queue display.
Removal REASON:
```

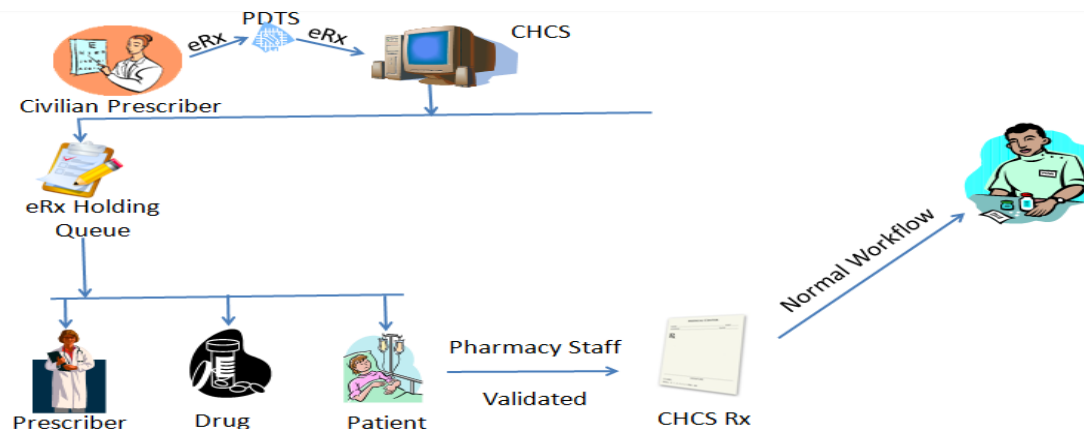
eRx Training

e-Prescription Processing – Holding Queue Functionality



Error Code	Description
ERR001	Missing Patient (PID-5)
ERR002	Missing Patient Sex (PID-8)
ERR003	Provider Order Entry Inactivated
ERR004	Missing Ordering Provider (ORC-12)
ERR005	Missing Drug Name (RXO-1.2)
ERR006	Missing Provider's Administration Instructions (RXO-7)
ERR007	Missing Requested Dispense Amount (RXO-11)
ERR008	Missing Number of Refills (RXO-13)
ERR009	Invalid Value for Allow Substitutions (RXO-9)
ERR010	Invalid Data Type for Date/Time of Birth (PID-7)
ERR011	Refill Value Out of Bounds >12 or <0 (RXO-13)
ERR012	Quantity Value Out of Bounds >9999 or > 2 Decimals (RXO-11)
ERR013	Placer Order Number Missing (ORC-2)
ERR014	Invalid Value for Ordering Provider Id Type Code (ORC-12.13)
ERR015	Date Written Missing (ORC-9)
ERR016	Missing Pharmacy Name (ZST-1.2)
ERR017	Missing Pharmacy NPI (ZST-1.1)
ERR099	[This Error Code is used for other errors not listed above. The Description will vary depending on the condition causing the eRx to be placed in an ERROR status. For example, the Description could be: "Drug DEA schedule is not defined in Prescription Number Maintenance".]

Validate function (eRx Holding Queue) eRx Patient *Match Found*



eRx Training

e-Prescription Processing – Validate Action



VALIDATE FUNCTION

When any of the requirements for matching the **patient**, **drug**, or **prescriber** fail during the automated matching process, the e-prescription is instead placed in the eRx Holding Queue for validation by pharmacy personnel. Upon successful validation, a prescription in CHCS is created.

>> E-Prescriptions Holding Queue <<

Pharmacy Location: MAIN OUTPATIENT PHARMACY

Sorted by: PATIENT

Status: PENDING

Count: 56

Search Mode: OFF

Personal Data - Privacy Act of 1974 (PL 93-579)

Status indicator

Patient	Birth Date	Drug	Provider	Received Date
BROWDERXXX, RED AJ	01 Dec 1942	TOLTERODINE (DETROL)--PO 2MG TAB	MONAC0XXX, ROSE	08 Jan 201401221
CHANCEYXXX, BLUE AE	01 Dec 1946	LEVOTHYROXINE (SYNTHROID)--PO 0.2MG	HEALEYXXX, ROSE	08 Jan 201401221
CLEARYD0XXX, BLUE AI	01 Dec 1960	AMLODIPINE (NORVASC)--PO 10MG TAB	LELANDXXX, PINK	08 Jan 201401221
COBURNXXX, RED AE	01 Dec 1960	RAMIPRIL (ALTACE)5MG--PO 5MG CAP	LELANDXXX, PINK	08 Jan 201401221
COGGINSXXX, RED AA	01 Dec 1943	ATENOLOL (TENORMIN)--PO 50MG TAB	LELANDXXX, PINK	08 Jan 201401221
COMSTOCKXXX, RED AE	01 Dec 1960	HALOPERIDOL (HALDOL)--PO 2MG TAB	ADAMSXXX, RED	08 Jan 201401221
CORRELLXXX, BLUE AB	01 Dec 1960	OXYMETAZOLINE--NAS 0.05%/GTT SPRA	ADAMSXXX, RED	08 Jan 201401221
CRABBXXX, BEIGE AA	01 Dec 1992	HYDROCORTISONE --TOP 2.5% OINT	LELANDXXX, PINK	28 Jan 201401500
DOCKERYXXX, RED AA	01 Dec 1952	ATORVASTATIN (LIPITOR)--PO 40MG TAB	CABANXXX, GREEN	08 Jan 201401221
DOUDXXX, BLUE AB	01 Dec 1960	ESTRADERM PATCH (OR GEN EQ)--TDRM 0	MONAC0XXX, ROSE	08 Jan 201401221
EASTERDAYXXX, BLUE AB	01 Dec 1960	TERAZOSIN (HYTRIN)--PO 5MG CAP	ADAMSXXX, RED	08 Jan 201401221
+ GADSONXXX, BLUE AC	01 Dec 1960	LEVOFLOXACIN (LEVAQUIN)--PO 500MG T	LELANDXXX, PINK	08 Jan 201401221

Validate

Inquiry

Search

sOrt.

Remove

Error

eXit

Validate eRx patient, drug, and provider

* - Multiple eRx entries may be selected

eRx Training

e-Prescription Processing – Validate Action



Select an eRx from the Holding Queue and select the Validate action from the Holding Queue action bar. If the system had found a matching patient in CHCS with a complete registration, the **Validate eRx Patient** screen displays with a ***Match Found*** indicator.

Validate the Patient to ensure:

- eRx Patient matches a patient currently registered in CHCS.
- Registration for the CHCS patient is complete.

Patient **First and Last Name**, **DOB**, & **gender** must match plus **DoD ID** or **SSN** or **Address**.

The screenshot displays the "Validate eRx Patient" screen. It is divided into two main sections: "eRx Patient" and "CHCS Patient".

eRx Patient Section:

- Title:** eRx Patient
- Action:** Validate eRx Patient
- Display-only patient data:** (indicated by a yellow box and arrow)
- Fields:** Patient: MCKISSICKXXX,RED AI; DoD ID: 9483377380; Patient Addr: ; City: ; Home Phone: ; Cell Phone: ; St: ; Zip: ; Work Phone: ; Sex: FEMALE; DOB: 01 Dec 1981.

CHCS Patient Section:

- Title:** CHCS Patient
- Match found indicator:** *Match Found* (indicated by a yellow box and arrow)
- Patient clinical fields for editing:** (indicated by a yellow box and arrows pointing to Height and Weight fields)
- Fields:** Patient: MCKISSICKXXX,RED AI; DoD ID: 9483377380; Patient Addr: 7737 InternalTest Boulevard; City: HOLLANSBURG; Home Phone: 200 555 5555; Cell Phone: 200 555 5555; St: OH; Zip: 45332; Work Phone: ; Pregnant: ; Weight(lbs): ; Sex: FEMALE; DOB: 01 Dec 1981; SSN: 7738.

Red circles highlight the "Height(inches):" and "Weight(lbs):" fields in the CHCS Patient section, with arrows pointing to the "Patient clinical fields for editing" label.

eRx Training

e-Prescription Processing – Validate Action



At the Patient prompt within the CHCS Patient section of the Validate eRx Patient screen:

a. press Enter to accept the matching patient

Or

b. enter patient name to begin a patient look-up to find a different CHCS patient. All standard CHCS patient look-up methods can be used (Name, DoD ID, SSN, etc.)

CHCS Patient *Match Found*

Patient: MCKISSICKXXX,RED AI	DOB: 01 Dec 1981
DoD ID: 9483377380	SSN: 7738
Patient Addr: 7737 InternalTest Boulevard	Sex: FEMALE
City: HOLLANSBURG	St/Cntry: OH Zip: 45332
Home Phone: 200 555 5555	Work Phone:
Cell Phone: 200 555 5555	Pregnant:

Press Enter to accept patient match

eRx Training

e-Prescription Processing – Validate Action



Patient
selection
box

Validate eRx Patient

e-Prescription Patient

Patient: MCKISSICKXXX,RED AI DOB: 01 Dec 1981
DoD ID: 9483377380 SSN:

MCKAMEYXXX,BLACK AA 05/948-22-8810 F 01 Dec 1990 M
DoD ID #: 9482288640

MCKAMEYXXX,BLUE AA 20/948-00-8810 F 01 Dec 1968 M FE4
DoD ID #: 9480088100

+ MCKAMEYXXX,BLUE AB 20/948-03-8810 F 01 Dec 1960 M A05

Make choice = SELECT = F10

Patient: mck

←

Look-up for "mck" at
Patient prompt

DoB: 01 Dec 1981
SSN: 7738
Sex: FEMALE
St/Cntry: OH Zip: 45332
Work Phone:
Pregnant:
Weight(lbs):

Patient Addr: 7737 InternalTest Boulevard
City: HOLLANSBURG
Home Phone: 200 555 5555
Cell Phone: 200 555 5555
Height(inches):

eRx Training

e-Prescription Processing – Validate Action



After accepting or selecting a CHCS patient, you are taken to the patient's clinical fields for editing, as applicable.

- **Pregnant** – This field displays for female patients. It can have a value of Yes, No or Unknown.
- **Height (inches)** – This is the patient's height in inches.
- **Weight (lbs)** – This is the patient's weight in pounds.
- **Gestational Age** – This field displays if the patient is less than 2 years of age. It is the estimated age of the child at birth, usually reported in weeks and based on the date of the last menstrual period.

To complete the patient validation process, select **File/exit**.

(This process stores the clinical data even if the user aborts out of the prescription)

```
Validate eRx Patient
e-Prescription Patient
Patient: MCKISSICKXXX,RED AI      DOB: 01 Dec 1981
DoD ID: 9483377380                SSN:
Patient Addr:                      Sex: FEMALE
City:                               St/Cntry:
Home Phone:                         Zip:
Cell Phone:                         Work Phone:
-----
CHCS Patient      *Match Found*
Patient: MCKISSICKXXX,RED AI      DOB: 01 Dec 1981
DoD ID: 9483377380                SSN: 7738
Patient Addr: 7737 InternalTest Boulevard  Sex: FEMALE
City: HOLLANSBURG                 St/Cntry: OH Zip: 45332
Home Phone: 200 555 5555          Work Phone:
Cell Phone: 200 555 5555          Pregnant: UNK
Height(inches): 62                Weight(lbs): 125
File/exit  Abort  Edit
File changes and exit.
```

The Pregnant and Gestational age fields occupy the same space on the screen
Visibility is dependent on the patient age and gender

Validate function
(eRx Holding Queue)
eRx Patient Match Not Found

eRx Training

e-Prescription Processing – Validate Action



Patient Match Not Found

When an exact patient match in CHCS is not found, the **Validate eRx Patient** screen displays with patient information from the e-prescription but the **CHCS Patient** section is blank.

The screenshot displays the "Validate eRx Patient" screen. It is divided into two main sections: "eRx Patient" and "CHCS Patient", separated by a dashed line. The "eRx Patient" section contains the following information: Patient: LUXXXX,RED AG; DoD ID: (blank); Patient Addr: (blank); City: (blank); Home Phone: (blank); Cell Phone: (blank); DOB: 01 Dec 1961; SSN: (blank); Sex: FEMALE; St: (blank); Zip: (blank); Work Phone: (blank). The "CHCS Patient" section is blank, with labels for Patient, DoD ID, Patient Addr, City, Home Phone, Cell Phone, Height(inches), DOB, SSN, Sex, St, Zip, Work Phone, and Weight(lbs). Two yellow callout boxes with red arrows point to specific areas: "Display only patient data" points to the "eRx Patient" section, and "Blank CHCS Patient section" points to the "CHCS Patient" section.

Field	eRx Patient	CHCS Patient
Patient:	LUXXXX,RED AG	
DoD ID:		
Patient Addr:		
City:		
Home Phone:		
Cell Phone:		
DOB:	01 Dec 1961	
SSN:		
Sex:	FEMALE	
St:		
Zip:		
Work Phone:		
Height(inches):		
Weight(lbs):		

eRx Training

e-Prescription Processing – Validate Action



- At the Patient prompt within the **CHCS Patient** section of the **Validate eRx Patient** screen, do a patient look-up to find a matching patient in CHCS.
- All standard CHCS patient look-up methods can be used (**Name, DoD ID, or SSN**).

Validate eRx Patient

eRx Patient

Patient: LUXXXX,RED AG DOB: 01 Dec 1961
DoD ID: SSN:

LUXXX,RED AG 30/948-17-3206 F 01 Dec 1968 F
DoD ID #: 9481739400
OK? Y

Patient: 9481739400 DOB:
DoD ID: SSN:
Patient Addr: Sex:
City: St: Zip:
Home Phone: Work Phone:
Cell Phone:
Height(inches): Weight(lbs):

Patient look-up by
DOD ID #

←

eRx Training

e-Prescription Processing – Validate Action



- After selecting a CHCS patient, the system retrieves the patient demographics and populates the other fields in the CHCS patient .
- If the patient's CHCS registration is complete the user can continue to edit the patient's clinical fields.
- Before filing and validating the patient, you can use the **Edit** action to search for a different **CHCS Patient** or to edit CHCS Patient clinical fields.

Validate eRx Patient

eRx Patient

Patient: LUXXXX,RED AG	DOB: 01 Dec 1961
DoD ID:	SSN:
Patient Addr:	Sex: FEMALE
City:	St:
Home Phone:	Zip:
Cell Phone:	Work Phone:

CHCS Patient

Patient: LUXXX,RED AG	DOB: 01 Dec 1968
DoD ID: 9481739400	SSN: 3940
Patient Addr: 3206 InternalTest Blvd	Sex: FEMALE
City: DAYTON	St: OH Zip: 45433
Home Phone: 200 555 5555	Work Phone: 200 555 7777
Cell Phone: 200 555 5555	Pregnant:
Height(inches):	Weight(lbs):

Diagram annotations: A yellow box labeled "Patient selected" has a red arrow pointing to the "Patient: LUXXX,RED AG" field. Another yellow box labeled "Patient clinical fields for editing" has red arrows pointing to the "Height(inches):" and "Weight(lbs):" fields.

- Complete the patient validation process by selecting select **File/exit**.

Validate function
(eRx Holding Queue)

CHCS Patient Registration Incomplete

eRx Training

e-Prescription Processing – Holding Queue Functionality



Patient Registration Incomplete

- After selecting the CHCS Patient, if the registration is incomplete a **Patient registration is incomplete** message will display.
- A registration is incomplete if it is **missing** values for **SSN, DOB, Gender** or **PATCAT**.
- You will not be able to continue the validation process with that CHCS patient if the patient registration is incomplete.

```

                                Validate eRx Patient
eRx Patient

      Patient: LOVAT0XXX,BEIGE AA          DOB: 01 Dec 1974
      DoD ID:                               SSN: 5995

[
  Patient registration is incomplete.
  Press <RETURN> to continue.
]

      Patient: LOVAT0XXX,BEIGE AA          DOB:
      DoD ID: 9480459950                  SSN:
      Patient Addr: 5091 InternalTest Way   Sex: FEMALE
      City: HOLLANSBURG                   St: OH Zip: 45332
      Home Phone: 200 555 5555             Work Phone: 200 555 7777
      Cell Phone: 200 555 5555
      Height(inches):                      Weight(lbs):
```

eRx Training

e-Prescription Processing – Holding Queue Functionality



Patient Registration Incomplete

A confirmation prompt displays asking if you want to cancel all changes.

Yes is the default response. Proper patient registration must be completed by appropriate MTF personnel in order to proceed and validate the patient for the eRx in question.

Or

Enter **No** and press Enter to return to the **CHCS Patient** section of the **Validate eRx Patient** screen. You can perform another patient look-up and select a different CHCS patient to continue the patient validation process.

```
-----
CHCS Patient

      Patient: LOVATOXXX,BEIGE AA          DOB:
      DoD ID: 9480459950                  SSN:
Patient Addr: 5091 InternalTest Way        Sex: FEMALE
      City: HOLLANSBURG                   St: OH Zip: 45332
      Home Phone: 200 555 5555             Work Phone: 200 555 7777
      Cell Phone: 200 555 5555
Height(inches):                          Weight(lbs):

Do you REALLY want to cancel all changes? Y
Help = HELP      Exit = F10      File/Exit = DO          INSERT OFF
```

Validate function
(eRx Holding Queue)
Patient Allergy Review

eRx Training

e-Prescription Processing – Patient Allergy Review



Patient Allergy Display

Once you file the patient data, the patient's allergies display to the screen for review.

```
LUXXX,RED AG
DoD ID: 9481739400

Allergies:
1. SULFA-DRUGS
2. OTHER

Press <RETURN> to continue
```

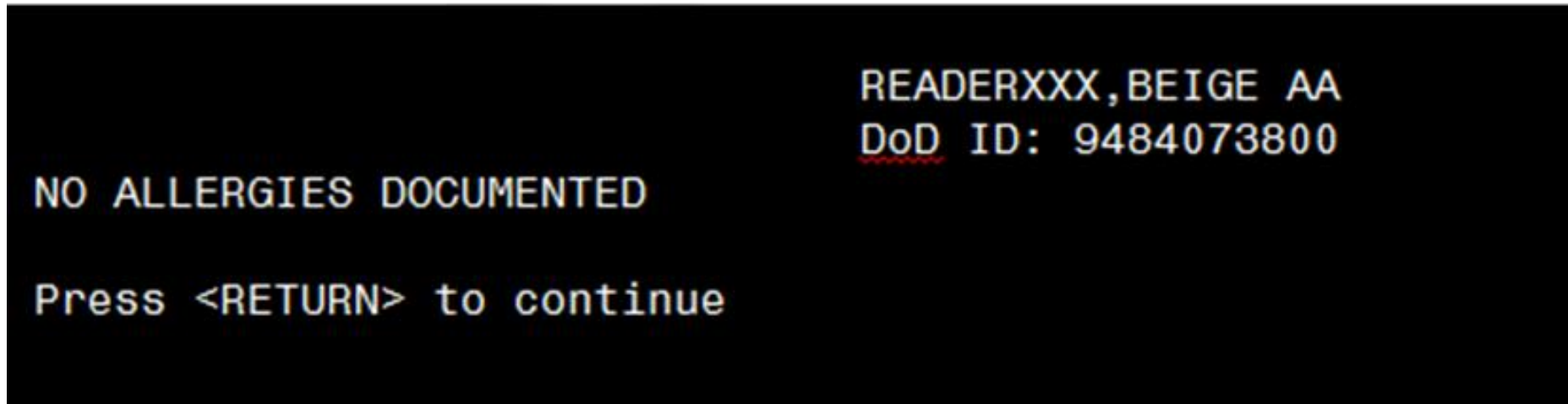
eRx Training

e-Prescription Processing – Patient Allergy Review



Patient Allergy Display

If the patient has no allergies, a “No Allergies Documented” message displays.



Press **Enter** to continue and the **Validate eRx Drug** screen displays.

Validate function
(eRx Holding Queue)
eRx Drug Validation

eRx Training

e-Prescription Processing – Validate eRx Drug



The **Validate eRx Drug** screen has three main sections: **Personal Data**, **eRx Drug** and **CHCS Drug**.

A screenshot of the "Validate eRx Drug" screen. The screen is divided into three main sections, each highlighted with a yellow box and a red arrow pointing to it. The first section, "Personal Data", contains fields for Patient: RAYMONDXXX,BLUE AA, Age: 68y, Sex: M, Ht(in):, and Wt(lb):. The second section, "eRx Drug", contains fields for Date Written: 06 Jan 2014@0001, NDC: 00068-0508-30, Drug: RIFAMPIN--PO 300MG CAP, Substitution Allowed: ALLOWED, Sig: T1 QID, Qty: 120, Units:, Refills: 0, Days Supply: 30, and HCP Comments:. The third section, "CHCS Drug", contains fields for Drug: RIFAMPIN--PO 300MG CAP, Sig: T1 QID, Qty: 120, Metric Qty:, Refills: 0, Days Supply: 30, and Exp Date: 15 Mar 2014. The screen also displays a "*Match Found*" indicator.

1. The **Personal Data** section contains the selected (from validate patient) CHCS patient name, age, sex (gender), and the patient's clinical data—height, weight, pregnancy flag, and gestational age—as applicable. If the patient has no clinical data entered in CHCS, the fields display with no values.
2. The **eRx Drug** section displays the e-prescription information for the **drug** and other **prescription data** received. All eRx Drug fields are display only and cannot be edited.
3. The CHCS Drug section displays the CHCS drug if matched along with the ***Match Found*** indicator. If the eRx drug was not automatically matched to a CHCS drug, the drug field is blank

eRx Training

e-Prescription Processing – Validate eRx Drug



The **CHCS Drug** section displays the CHCS drug (if matched), a ***Match Found*** indicator displays and prescription fields are populated with the eRx prescription data.

- If the eRx drug was not automatically matched to a CHCS drug, the drug field is blank.

The **CHCS Drug** section includes calculated fields for Metric Quantity, Expiration Date and Days Supply.

- All fields in this section can be edited except Metric Quantity.

CHCS Drug ***Match Found*** CHCS Drug match found

Drug: RIFAMPIN--PO 300MG CAP
Sig:
T1 QID

Qty: 120 Metric Qty: Refills: 0
Days Supply: 30 Exp Date: 15 Mar 2014

A screenshot of the CHCS Drug section interface. A red box highlights the "CHCS Drug" label and the "*Match Found*" indicator. A yellow box highlights the "CHCS Drug match found" status. A red arrow points from the yellow box to the "*Match Found*" indicator. The drug name "RIFAMPIN--PO 300MG CAP" and signature "T1 QID" are displayed. Below, the quantity "Qty: 120", metric quantity "Metric Qty:", refills "Refills: 0", days supply "Days Supply: 30", and expiration date "Exp Date: 15 Mar 2014" are shown.

CHCS Drug CHCS Drug match not found

Drug:
Sig:
T1 TAB PO QD

Qty: 60 Metric Qty: Refills: 5
Days Supply: 30 Exp Date:

A screenshot of the CHCS Drug section interface. A red box highlights the "CHCS Drug" label. A yellow box highlights the "CHCS Drug match not found" status. A red arrow points from the yellow box to the "CHCS Drug" label. The signature "T1 TAB PO QD" is displayed. Below, the quantity "Qty: 60", metric quantity "Metric Qty:", refills "Refills: 5", days supply "Days Supply: 30", and expiration date "Exp Date:" are shown.

eRx Training

e-Prescription Processing – Validate eRx Drug



Within the **eRx Drug** section there are two potential values for Substitution: **ALLOWED** or **NOT ALLOWED**.

The system sets the Substitution Allowed field to ALLOWED if anything other than NOT ALLOWED is received.

```
eRx Drug          Date Written: 06 Jan 2014@0001    NDC: 00068-0508-30
Drug: RIFAMPIN--PO 300MG CAP
Substitution Allowed: ALLOWED
Sig: T1 QID

Qty: 120          Units:                               Refills: 0    Days Supply: 30
HCP Comments:
```



eRx Drug Section

```
eRx Drug          Date Written: 07 Jan 2014@0001    NDC: 00108-5026-18
Drug: CIMETIDINE (TAGAMET)--PO 400MG TAB
Substitution Allowed: NOT ALLOWED
Sig: T1 TAB TID

Qty: 60           Units:                               Refills: 2    Days Supply: 30
HCP Comments:
```



eRx Drug Section

eRx Training

e-Prescription Processing – Validate eRx Drug



Validate eRx Drug – Drug Match Found

When a matching CHCS drug is found, the **CHCS Drug** section automatically populates with the CHCS drug and prescription fields are populated with the eRx prescription data. The **CHCS Drug** section displays with a ***Match Found*** indicator.

At the Drug prompt in the **CHCS Drug** section, press **Enter** to accept the matched drug and continue to the Sig field.

A screenshot of a terminal window titled "Validate eRx Drug". The screen is divided into several sections. At the top, "Patient: RAYMONDXXX,BLUE AA" and "Age: 68y Sex: M" are displayed. Below this, "Ht(in):" and "Wt(lb):" are shown. A dashed line separates the patient information from the eRx drug information. The eRx section shows "eRx Drug", "Date Written: 06 Jan 2014@0001", "NDC: 00068-0508-30", "Drug: RIFAMPIN--PO 300MG CAP", "Substitution Allowed: ALLOWED", and "Sig: T1 QID". Below this, "Qty: 120", "Units: CAPSULE", "Refills: 0", and "Days Supply:" are shown. A dashed line separates the eRx section from the CHCS drug section. The CHCS section shows "CHCS Drug", "*Match Found*", "Drug: RIFAMPIN--PO 300MG CAP", "Sig: T1 QID", "Qty: 120", "Metric Qty:", "Refills: 0", "Days Supply: 30", and "Exp Date: 15 Mar 2014". Several yellow callout boxes with red arrows point to specific elements: "Personal Data section" points to the patient information; "eRx Drug section" points to the eRx drug information; "Match found indicator" points to the "*Match Found*" text; "Press Enter to accept matched drug" points to the "Drug: RIFAMPIN--PO 300MG CAP" line; and "CHCS Drug section" points to the CHCS drug information.

eRx Training

e-Prescription Processing – Validate eRx Drug



Alternately, at the **Drug** prompt the user may perform a drug look-up to select another drug.

```

                                Validate eRx Drug
Patient: RAYMONDXXX,BLUE AA           Age: 51y   Sex: M
  Ht(in):                               Wt(lb):
-----
eRx Drug          Date Written: 06 Jan 2014@0001   NDC: 00068-0508-30
Drug: RIFAMPIN--PO 300MG CAP

┌ RIFAMPIN--PO 10MG/ML SUSP    ML
│ **COMPOUND ITEM - 30 DAY EXPIRATION**
│ $0.5730/Each
│ RIFAMPIN--PO 150MG CAP      EACH
│ $1.1572/Each
│ + RIFAMPIN--PO 300MG CAP
└ Make choice = SELECT ----- Exit = F10 -----
CHCS Drug          *Match Found*
Drug: rifampin
Sig:
T1 QID

Qty: 120           Metric Qty:           Refills: 0
Days Supply: 30    Exp Date: 15 Mar 2014
```

The diagram illustrates the process of selecting a different drug from the CHCS Drug list. A red box highlights the 'Drug: rifampin' entry. A red arrow points from the 'Exit = F10' prompt to the 'Drug picklist displays for selection' box. Another red arrow points from the 'Enter "rifampin" to select a different CHCS drug' box to the 'Drug: rifampin' entry.

eRx Training

e-Prescription Processing – Validate eRx Drug



Validate eRx Drug – Drug Match Not Found

When the system cannot find a matching CHCS drug based on the NDC and defined criteria, the Drug field will be blank in the **CHCS Drug** section and manual selection of a CHCS drug will be required to validate the eRx drug.

At the Drug prompt, perform a drug look-up to select a drug.

The CHCS Drug field is required to continue with the eRx validation process to that of the **Sig** field.

```
Validate eRx Drug - Personal Data - Privacy Act of 1974 (PL 93-579)
Patient: LUXXX,RED AG                      Age: 52y   Sex: F
Pregnancy: No                             Ht(in): 66   Wt(lb): 145
-----
eRx Drug                      Date Written: 07 Jan 2014@0001   NDC:
Drug: ALLEGRA 180MG TAB--PO 180MG TAB

+ ALLEGRA 180MG TAB--PO 180MG TAB   EA
  *** CLARITIN BACK ON FORMULARY AT 50% LESS THAN ALLEGRA ***
  $0.8336/Each
+ ALLEGRA-D(PSEUD/FEXOFENADINE)120-60--PO
  $0.8050/Each
+ ALLEGRA FEXOFENADINE (ALLEGRA)--PO 60MG TAB   EACH
  Make choice = SELECT          Exit = F10

CHCS Drug
Drug: allegra
Sig:
T1 TAB PO QD

Qty: 60      Metric Qty:      Refills: 5
```

Enter "allegra" to select a CHCS drug

Drug picklist displays for selection

Validate function
(eRx Holding Queue)
eRx Sig Validation

eRx Training

e-Prescription Processing – Validate eRx Sig



Complete eRx Drug Validation – Sig Field Validation

At the Sig field, press **Enter** to view the Expanded Sig window.

A screenshot of a terminal-style interface titled "Validate eRx Drug". The screen displays patient information: "Patient: RAYMONDXXX,BLUE AA", "Age: 68y", "Sex: M", "Ht(in):", and "Wt(lb):". Below this, drug information is shown: "eRx Drug", "Date Written: 06 Jan 2014@0001", "NDC: 00068-0508-30", "Drug: RIFAMPIN--PO 300MG CAP", "Substitution Allowed: ALLOWED", and "Sig: T1 QID". A red rectangular box highlights the "Expanded SIG:" section, which contains the text "TAKE ONE FOUR TIMES A DAY" and "Press <RETURN> to continue:". Below the box, the "CHCS Drug" section shows "Drug: RIFAMPIN--PO 300MG CAP", "Sig: T1 QID", and "*Match Found*". A red arrow points from the "Sig: T1 QID" text to a yellow box labeled "Sig field". Another red arrow points from the "Expanded SIG:" section to a yellow box labeled "Expanded Sig Window". At the bottom, "Qty: 120", "Metric Qty:", and "Refills: 0" are visible.

- **Unable to expand Sig** – If the short Sig codes in the eRx Sig field do not match existing CHCS short Sig codes, the system does not expand the Sig and displays the eRx Sig as it was received.
- **Expanded Sig** – If the eRx contains short Sig codes that match CHCS short Sig Codes, the system expands the Sig in the Expanded Sig window.

Note: The short Sig codes in the civilian provider's system may differ from those contained in CHCS; therefore, you should carefully review the Sig and Expanded Sig.

eRx Training

e-Prescription Processing – Validate eRx Sig



After viewing the Expanded Sig, press **Enter** to continue to the next prescription field.

Note: If you determine the Sig should be edited, use the back-arrow key to return to the Sig field and edit the Sig. After entering the new Sig and pressing **Enter**, the Expanded Sig window will display again with the new Expanded Sig. Press **Enter** to continue to the next prescription field.

To edit quantity, refills, days' supply or expiration date, move to the field and edit the value.

- CHCS accepts the value "PRN" for refills for an eRx, but the user must enter the appropriate numerical value

A screenshot of a terminal-style interface for eRx processing. The background is black with white text. At the top, it displays 'eRx Drug', 'Date Written: 07 Jan 2014@0001', and 'NDC: 00093-5211-01'. Below this is 'Drug: OMEPRAZOLE (PRILOSEC)--PO 20MG CPSR', 'Substitution Allowed: ALLOWED', and 'Sig: T ONE CAP PO QD'. Further down, it shows 'Qty: 90', 'Units:', 'HCP Comments:', 'Refills: PRN', and 'Days Supply: 30'. A red box highlights 'Refills: PRN', and a yellow callout box with an arrow pointing to it says 'eRx Refills is PRN'. A dashed line separates this from the next section, which contains the message 'Refills must be a number from 0 to 12. Press <RETURN> to continue:'. Below this is another input area showing 'Qty: 90', 'Metric Qty:', 'Days Supply: 30', and 'Exp Date: 06 Feb 2014'. A red box highlights 'Refills: PRN' in this section, and a yellow callout box with an arrow pointing to it says 'Refills must be edited to a number between 0 and 12'.

```
eRx Drug          Date Written: 07 Jan 2014@0001    NDC: 00093-5211-01
Drug: OMEPRAZOLE (PRILOSEC)--PO 20MG CPSR
Substitution Allowed: ALLOWED
Sig: T ONE CAP PO QD

Qty: 90          Units:
HCP Comments:

-----
Refills must be a number from 0 to 12.
Press <RETURN> to continue:

Qty: 90          Metric Qty:
Days Supply: 30  Exp Date: 06 Feb 2014
```


eRx Training

e-Prescription Processing – Validate eRx Sig



If any fields in the **CHCS Drug** section were edited, including Drug, you will be prompted to enter an Activity Log Comment after filing the eRx.

CHCS Drug

The prescription has been changed. An activity log is required.

Activity Log Comment: changed exp date per MTF policy

Activity Log Comment
entered

Validate function
eRx Holding Queue
eRx Provider Validation

eRx Training

e-Prescription Processing – Validate Provider



Validate Provider

The final step within the eRx validation process is to validate the Provider.

Provider Match Found (DEA, NPI, License Number)

After verifying the patient and drug, if the system finds a matching provider in CHCS, the **Validate eRx Provider** screen displays with a ***Match Found*** indicator in the **CHCS Provider** section of the eRx validation screen.

Provider information from the e-prescription displays in the **e-Prescription Provider** section and cannot be edited.

The screenshot displays the "Validate eRx Provider" screen. It is divided into two main sections: "eRx Provider" and "CHCS Provider". The "eRx Provider" section contains fields for Name, Office Phone, Practice Name, Sup. Provider, Addr, St, DEA#, NPI, License#, City, and Zip. The "CHCS Provider" section contains fields for Name, Office Phone, MEPRS Code, Addr, St, DEA#, NPI, License#, City, and Zip. A red box highlights the "Validate eRx Provider" title. A yellow box labeled "Display-only provider data" has an arrow pointing to the "eRx Provider" section. Another yellow box labeled "Match found indicator" has an arrow pointing to the "*Match Found*" text between the two sections. The provider information for both sections matches: Name: MONACODXX, ROSE; Office Phone: 200 555 7777; MEPRS Code: AAAA; Addr: N; St: ; DEA#: ; NPI: 8356316629; License#: 23496; City: ; Zip: .

Field	eRx Provider	CHCS Provider
Name	MONACODXX, ROSE	MONACODXX, ROSE
Office Phone		200 555 7777
Practice Name		
Sup. Provider		
MEPRS Code		AAAA
Addr		N
St		
DEA#		
NPI	8356316629	8356316629
License#		23496
City		
Zip		

e-Prescription Processing – Validate Provider



At the Name prompt within the CHCS Provider section of the Validate eRx Provider screen, press **Enter** to accept the matching provider.

Or

Do a provider look-up to find a different matching provider in CHCS. All standard CHCS provider look-up methods can be used (Name, Provider identifier (DEA), SSN, etc.)

CHCS Provider *Match Found*

Office Phone: 200 555 7777 MEPRS Code: AAAA Addr: N St/Cntry:

DEA#: NPI: 8356316629 License#: 23496 City: Zip:

Name: MONACOSXX,ROSE

Press Enter to accept provider match

Validate eRx Provider

e-Prescription Provider

Name: MONACOWXX,ROSE DEA#:

Office Phone: NPI: 8356316629

MONACOWXX,NEON 975-00-4395

MONACOWXX,ROSE 975-01-3492

MONACOWXX,TERRACOTA 975-03-0820

+ MONAGHANXXX,BROWN 975-02-2474

Make choice = **SELECT** Exit = **F10**

Name: mon Look-up for "mon" at
Office Phone: 200 555 7777 Provider Name prompt DEA#:

MEPRS Code: AAAA NPI: 8356316629

License#: 23496

eRx Training

e-Prescription Processing – Validate Provider



After accepting or selecting a CHCS provider, the CHCS provider fields are presented for review to complete the provider validation process.

Validate eRx Provider

e-Prescription Provider

Name: MONACOXXX,ROSE	DEA#:
Office Phone:	NPI: 8356316629
Practice Name:	
Sup. Provider:	License#:
Addr:	City:
St/Cntry:	Zip:

CHCS Provider *Match Found*

Name: MONACOXXX,ROSE	DEA#:
Office Phone: 200 555 7777	NPI: 8356316629
MEPRS Code: AAAA	License#: 23496
Addr: N	City:
St/Cntry:	Zip:

CHCS Provider fields

Select File/exit,
Abort, or Edit

File/exit Abort Edit
File changes and exit.

eRx Training

e-Prescription Processing – Validate Provider



Validate Provider – Provider Match Not Found

When an exact provider match in CHCS is not found, the **Validate eRx Provider** screen displays with provider information from the e-prescription but the **CHCS Provider** section is blank.

The screenshot displays the "Validate eRx Provider" screen. It is divided into two main sections by a dashed line. The top section, "e-Prescription Provider", contains the following data: Name: LOCLEARXXX,INDIGO; Office Phone: (blank); Practice Name: (blank); Sup. Provider: (blank); Addr: (blank); St/Cntry: (blank). The bottom section, "CHCS Provider", contains the following data: Name: (blank); Office Phone: (blank); MEPRS Code: (blank); Addr: (blank); St/Cntry: (blank). To the right of the "e-Prescription Provider" section, there is a column of fields: DEA#: AL1246797; NPI: (blank); License#: (blank); City: (blank); Zip: (blank). A red arrow points from a yellow box labeled "Display-only provider data" to the DEA# field. Another red arrow points from a yellow box labeled "Blank CHCS Provider section" to the blank "Name:" field in the "CHCS Provider" section.

Validate eRx Provider	
e-Prescription Provider	
Name: LOCLEARXXX,INDIGO	DEA#: AL1246797
Office Phone:	NPI:
Practice Name:	License#:
Sup. Provider:	City:
Addr:	Zip:
St/Cntry:	

CHCS Provider	
Name:	DEA#:
Office Phone:	NPI:
MEPRS Code:	License#:
Addr:	City:
St/Cntry:	Zip:

eRx Training

e-Prescription Processing – Validate Provider



Validate Provider – Provider Match Not Found

At the Name prompt within the CHCS Provider section of the Validate eRx Provider screen, do a provider look-up to find a different matching provider in CHCS. All standard CHCS provider look-up methods can be used (Name, Provider ID #, SSN, etc.)

Validate eRx Provider

e-Prescription Provider

Name: LOCLEARXXX,INDIGO	DEA#: AL1246797
Office Phone:	NPI:

LOCKLEARXXX,INDIGO

975-02-9421

OK? Y

Name: loclearxxx,ind

Provider look-up
by name

DEA#: NPI: License#: City: Zip:

Office Phone: MEPRS Code: Addr: St/Cntry:

eRx Training

e-Prescription Processing – Validate Provider



Validate Provider – Provider Match Not Found

After selecting a CHCS provider, the CHCS provider fields are populated. Complete the provider validation process by selecting **File/exit**.

Validate eRx Provider

e-Prescription Provider

Name: LOCLEARXXX,INDIGO	DEA#: AL1246797
Office Phone:	NPI:
Practice Name:	
Sup. Provider:	License#:
Addr:	City:
St/Cntry:	Zip:

CHCS Provider

Name: LOCKLEARXXX,INDIGO	DEA#: AL1256797
Office Phone:	NPI:
MEPRS Code: FCCA	License#: 39427
Addr: 5798 InternalTest Blvd	City: FRANKTON
St/Cntry: INDIANA	Zip: 46044

File/exit Abort Edit

File changes and exit.

CHCS Provider fields

Select File/exit, Abort or Edit

eRx Training

e-Prescription Processing – Validate Provider



Validate Provider – Add New Provider

- During the provider validation process, pharmacy personnel can add a new provider.
- Once added the provider will carry over to the eRx.

Validate eRx Provider

e-Prescription Provider

Name: LOCLEARXXX,INDIGO DEA#: AL1246797
Office Phone: NPI:

Are you adding 'LOCLEARXXX,INDIGO AZ' as a new PROVIDER? Y

Is 'LOCLEARXXX,INDIGO AZ' an outside Provider? NO//

Name: loclearxxx,indigo az DEA#: NPI:
Office Phone: License#: City: Zip:
MEPRS Code: St/Cntry:

Non-CHCS
Provider name
entered

Add Provider
prompts

eRx Training

e-Prescription Processing – Abort Validate Multi-Select



When multiple eRx's are selected and the user enters “^” or presses <F10> then selects Abort from the action bar, the user can choose to:

- eXit – return back to the holding queue without removing the current eRx and the remaining selected eRx's
 - eRx's removed prior to selecting eXit, remain removed and no longer available for processing
- Skip – move to the next selected eRx without removing the current eRx from the holding queue

TESTER,DAWN20

01 Jan 1999

ASPIRIN--PO 32

2 of 3

Choose e(X)it the selected list
or
(S)kip to the next entry.

Make a selection: S//

One-line eRx identifier
for current record

Select X to exit or S to skip

Multi-select
functionality

CHCS Prescription Creation (Clinical Checks and Warnings)

PRESCRIPTION CREATION / CLINICAL SCREENING CHECKS

After you have completed the eRx validation process to validate the Patient, Drug, and Provider:

1. The system creates a CHCS prescription from the eRx and the eRx no longer displays in the eRx Holding Queue.
2. The system performs clinical screening drug checks on the newly created prescription.

If no warnings are found the CHCS prescription is created and the prescription is placed in SUSPENSE or labels printing prompts are presented per the site parameters.

```
Filing ...  
  
All checks enabled  
No drug Warning  
  
Performing Dosage checks...  
  
Dosing Enabled.  
  
Press <RETURN> to continue
```

If clinical warnings exist, and the user is authorized to override warnings, the user can continue with the override process per current CHCS functionality.

If the user is not authorized to override warnings, the prescription is placed in a WARNING status.

```
Filing ...  
  
All checks enabled  
Drug warning present  
  
Performing Dosage checks...  
  
Dosing Enabled.  
  
Press <RETURN> to continue
```

Viewing a prescription within CHCS that was created from an eRx.

- When viewing a patient's prescription in the Prescription Inquiry (PRI) option, an indicator will display next to the Order Number indicating it was generated from an e-prescription and whether the prescription was auto-created (eRx SYS – Entered) or validated by a pharmacy user (eRx PHR – Entered).

Menu Path: *PM* -> *PRI*

RX #: AC474 Prescription Inquiry

Patient: PEARSONXXX,BLUE AA RX #: AC474

Order Number: 131107-00063 (eRx SYS - Entered) PDTS RX #: 1002337

Drug: IBUPROFEN--PO 400MG TAB

Sig: TT34 PFP

Quantity: 180 Refills Left: 2 of 2 Physician: BADGERXXX,DENISE

Status: WARNING Days Supply: 30 MEPRS Code:

FCCE/0553

Order Date/Time: 07 Nov 2013@0806 Expiration Date: 06 May 2014

Entered By: OFFBOARD,ERX Site: AO OP PHARMACY1

Comments:

NDC number(s):

00440-1626-20 IBUPROFEN 400 MG ORAL TABLET

Fill Activity for RX: AC474

Fill Date	Fill No.	Fill Type	Qty	Site	Logged By
07 Nov 2013@1209	1	ORIGINAL FILL	180	AO OP PHARMACY1	eRx

eRx Training

e-Prescription Processing – eRx Identifier in Prescription Inquiry



For all eRx that have been made into a CHCS prescription - information for the patient, drug, provider and originating pharmacy displays before the Activity Logs.

RX #: AC814 Prescription Inquiry

Patient: YOAKUMXXX,BLUE AA

Order Number: 140127-00005 (eRx PHR - Entered) RX #: AC814

Drug: AQUAPHILIC--TOP OINT PDTS RX #: 1002934

Sig: AP UD TO AFFECTED AREA

Quantity: 30 Refills Left: 2 of 2 Physician: FORSYTHEXXX,CHERRY V

Status: DISCONTINUED Days Supply: 30 MEPRS Code:

FCCE/0553

Order Date/Time: 18 Nov 2013@0001 Expiration Date: 26 Jul 2014

Entered By: MOOREXXX,SCARLET Site: AO OP PHARMACY1

Comments:

NDC number(s):

11940-0103-06 HYDROPHILIC CREAM (AQUAPHILIC) TOPICAL OINT. (G) (Exp: 06/06/12)

=====

E-PRESCRIPTION (eRx) DETAILS

Personal Data - Privacy Act of 1974 (PL 93-579)

eRx Patient

Patient: YOAKUMXXX,BLUE AA DOB: 01 Dec 1944

DoD ID: 9350096080 SSN: 9608

Patient Addr: Sex: MALE

City: St/Cntry:

Home Phone: Zip:

Cell Phone: Work Phone:

Press <RETURN> to continue

Patient data

eRx Training

e-Prescription Processing – Prescription Inquiry



eRx Drug

Drug: AQUAPHILIC--TOP OINT

Drug /
Prescription
data

NDC: 11940-0103-06

Date Written: 18 Nov 2013@0001

Sig: AP UD TO AFFECTED AREA

Qty: 30 Units:GM

Refills: 2 Days Supply: 30

Substitution Allowed: Generic

HCP Sys Order#: eRx_ReqFlds_1

PDTS eRx Order#: E13322P4F90100

eRx Provider Comments:

eRx Reports

eRx Training – Reporting Function



Menu Path: PSM > PRM > OPR > EPR

The eRx Reports (EPR) menu option will allow a user to select from the following reporting functions:

- eRx Removed Summary Report (ERS)
- eRx Removed Detail Report (ERD)
- eRx Status Summary Report (SSR)

ERS	eRx Removed Summary Report
ERD	eRx Removed Detail Report
SSR	eRx Status Summary Report

Select eRx Reports Option:

eRx Training – Reporting Function



eRx Removed Summary Report (ERS) - displays or prints a summary of the eRx removed from the Holding Queue.

The user is prompted to select their desired eRx pharmacy site and to enter a date range based upon **the eRx received date**. The user can then prompt a return for all eRx received within that **data range** or limit the report, searching by either **patient** or **provider name**.

ARMY OUTPATIENT DIVISION

06 Feb 2014 01118 Page 1

eRx Removed SUMMARY REPORT
From: 08 Dec 2013 Through: 06 Feb 2014
Search By: PATIENT Site: AO OP PHARMACY1

POTS eRx Order #	Patient	Date of Birth	Drug	Provider	Received Date
E14003M5560000	GADSONXXX, BLUE AC	01 Dec 1960	LEVOFLOXACIN (LEVAQU	LELANDXXX,PINK	03 Jan 2014 01021
E14003M5560000	GADSONXXX, BLUE AC	01 Dec 1960	ACETAMINOPHEN (TYLEN	LELANDXXX,PINK	03 Jan 2014 01021
E13315L0210000	LANEXXX, RED AA	12 Dec 1960	PHENYTOIN SODIUM EXT	FORSYTHEXXX,XXX	28 Dec 2013 01226
E1400207DE0000	LORENZXXX, BLUE AA	01 Dec 1960	ZANTAC 150MG TABLET	MOOREXXX, SCARLET	02 Jan 2014 01648
E13322P0620000	TESTER, DAHN	23 Mar 1960	ACETAMINOPHEN 500MG	FORSYTHEXXX,XXX	23 Dec 2013 01026
E13322P0620000	TESTER, DAHN	23 Mar 1960	TYLENOL PM-- PO TAB	BADGERXXX, DENISE	03 Feb 2014 01705
E13322P4F90100	YOAKUMXXX, BLUE AA	01 Dec 1944	SIMVASTATIN-- PO 10MG	FORSYTHEXXX,XXX	27 Jan 2014 01448
E13322P4F90100	YOAKUMXXX, BLUE AA	01 Dec 1944	CYCLOBENZAPRINE-- PO	FORSYTHEXXX,XXX	04 Feb 2014 01658

**** END OF REPORT ****

Press <RETURN> to continue:

eRx Training – Reporting Function



eRx Removed Detail Report (ERD) - displays or prints a summary of the eRx information sent by the provider for an eRx that has been removed from the holding queue. The user is asked to provide a **patient name, received date, or a provider name**.

```
ERS      eRx Removed Summary Report
ERD      eRx Removed Detail Report
SSR      eRx Status Summary Report

Select eRx Reports Option: erd  eRx Removed Detail Report
                          eRx REMOVED DETAIL REPORT
Only prescriptions which meet the selected criteria will appear on this report.
Select eRx Prescription entry: qqzz
1  QQZZ,LA NEW  12 Mar 2014@0841  QQZZ,LA NEW
   DREW,JAMES
2  QQZZ,LA NEW  12 Mar 2014@0843  QQZZ,LA NEW
   DREW,JAMES
3  QQZZ,LA NEW  18 Mar 2014@0943  QQZZ,LA NEW
   DREW,JAMES
4  QQZZ,LAB  18 Mar 2014@0942  QQZZ,LAB
   RIGG,
5  QQZZ,LAB BABY  11 Mar 2014@0917  QQZZ,LAB BABY
   SOULIERE,CHARLES

Type '^' to stop, or
Choose 1-5:
```

eRx Training – Reporting Function



eRx Removed Detail Report (ERD)

After selecting a matching record, the **Select eRx Prescription entry** prompt displays again. Continue selecting eRx records and press **Enter** at the prompt when finished to display the eRx data for the selected record(s).

```

Personal Data - Privacy Act of 1974 (PL 93-579)
eRx REMOVED DETAIL REPORT

eRx Patient
    Patient: QQQZZ,LA NEW
    DoD ID:
    Patient Addr:
    City:
    Home Phone:
    St:
    Work:
    DOB: 28 Jan 2013
    SSN:
    Sex: MALE
    Zip:
    Cell:

-----
eRx Drug
Drug: ACETAMINOPHEN 120/5ML

NDC:
Sig: 5 CC PO QD

Date Written: 21 Jan 201400001

Qty: 1
Substitutions Allowed: Generic
HCP Sys Order #: 2943578143

Refills:1
Days Supply: 30
PDS eRx Order #: E14071L9C50000

Press <RETURN> to continue or '^' to escape
```

Patient data

Drug / Prescription data

eRx Training – Reporting Function



eRx Removed Detail Report (ERD)

```
Personal Data - Privacy Act of 1974 (PL 93-579)
eRx REMOVED DETAIL REPORT

Provider Comments:

-----
eRx Provider
    Name: DREW,JAMES                      DEA #: BD2366424
    Office Phone:                          NPI: 1013068634
    Practice Name:
Supervising Provider:                      License #:
    Addr:
    City:                               St:                               Zip:
-----
    eRx Pharmacy: DOD BREMERTON ERX (TEST)
CURRENT Dispensing Pharmacy: DOD BREMERTON ERX (TEST)
-----
Reason for removing this eRx from the queue:
'OTHER'
'Other' DESCRIPTION: removal of test pt erx
-----

Press <RETURN> to continue or '^' to escape
```

Provider
data

Pharmacy
data

eRx Training – Reporting Function



eRx Status Summary Report (SSR) - displays or prints a summary of eRx by status for a specified time interval (for example by day, week or month) based on eRx received date. Statuses include **Expired, Matched, Pending, Removed, and Verified.**

The user is prompted to select there desired eRx pharmacy site and to enter a date range based upon **the eRx received date**. The user can then display the date by day, month or week.

eRx Report

Enter 'ALL' for ALL DIVISIONS and ALL OUTPATIENT PHARMACY SITES

Select Medical Center Division: ARMY OUTPATIENT DIVISION// ARMY OUTPATIENT DIVISION

Select Outpatient Site: ALL//

Select Medical Center Division:

Earliest RANGE Date: t-60 (08 Dec 2013)

Latest RANGE Date: TODAY// (06 Feb 2014)

Do you wish to display data: 1) BY DAY
2) BY WEEK
3) BY MONTH

Select TIME FORMAT (1-3): 2//

Select Division(s) and Outpatient Site(s)

Select Date Range by Received Date

Select Time Interval

eRx Training – Reporting Function



eRx Status Summary Report (SSR) -all eRx's that were received within the selected date range will be included. **For example:** if an eRx was received on 01 April 2014, the count for that eRx will only be included on the report if the date range includes 01 April 2014. The status of the eRx at the time the report is run determines which status column receives the count for that eRx.

ARMY OUTPATIENT DIVISION

13 Feb 2014@1532

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eRx Status Summary Report

From: 15 Dec 2013 Through: 13 Feb 2014

By: WEEK Site: AO OP PHARMACY1

Date Range	#EXPIRED	#MATCHED	#PENDING	#REMOVED	#VERIFIED	TOTAL
15 Dec - 21 Dec 2013	0	1	0	0	2	3
22 Dec - 28 Dec 2013	0	6	0	5	25	36
29 Dec - 04 Jan 2014	0	4	0	1	2	7
05 Jan - 11 Jan 2014	0	1	0	0	2	3
12 Jan - 18 Jan 2014	0	6	0	0	23	29
19 Jan - 25 Jan 2014	0	0	2	3	10	15
26 Jan - 01 Feb 2014	0	1	0	4	3	8
02 Feb - 08 Feb 2014	0	2	2	6	1	11
09 Feb - 13 Feb 2014	0	1	2	2	0	5
Site Totals:	0	22	6	21	68	117

Topics to think about Lessons Learned

eRx Implementation – Pre- “Go-Live” Activities



- Begin eRx End User Training
- Reports from PASS on which practices write most paper Rx
 - ❑ Use report to determine which practices to market to first
- Outreach - contact non-MTF provider practices
 - ❑ Slide deck starter template available
- Determine where in CHCS eRx will go (which virtual CHCS pharmacy)
 - ❑ eRx Fax Machine
- Software Installed on your CHCS Host (default is “OFF”)
- Pharmacy User turns functionality “ON” – MUST BE in coordination with PASS
 - ❑ PASS Publishes Pharmacy eRx info to ePrescribing world
- Market to Patients and all providers

eRx Implementation – Pre- “Go-Live” Activities



■ Publish Formulary to non-MTF Providers

- ❑ Mitigate receipt of non-formulary medications
- ❑ Recommend publishing your MTF formulary via the Enterprise Formulary Tool (Currently Lexicomp)
 - This tool exists as part of the DoD enterprise contract, available at no additional cost to any MTF
 - ▷ Creates searchable tool and PDFs
 - ▷ Posted to your MTF website and downloadable to mobile devices (e.g., Smartphone, iPhone®, etc.)
 - For questions or more information, contact the DHA, POD (POC: Henry Gibbs, email: henry.gibbs@dha.mil)

- Medications with more than one brand name
- Medications marked as controls (sildenafil)
- Compounded medications
- Check the error queue

Questions?

eRx Training

Table A-1 Acronyms and Abbreviations



Acronym	Definition
CHCS	Composite Health Care System
DAW	Dispense as Written (flag)
DEA	Drug Enforcement Agency
DHA	Defense Health Agency
DHCS	Defense Health Clinical Systems
DOB	Date of Birth
DoD ID	Department of Defense Identifier
EHR	Electronic Health Record
eRx	Electronic Prescribing (functionality)
eRx	Electronic Prescription
HCP	Health Care Provider
HSG	Health Solutions Group
ID	Identifier
MTF	Military Treatment Facility
NDC	National Drug Code
NPI	National Provider Identifier
PATCAT	Patient Category
PDTS	Pharmacy Data Transaction Service
PHI	Protected Health Information
PHR	Pharmacy
PII	Personally Identifiable Information
PMO	Program Management Office
POD	Pharmaceutical Operations Division
PRN	Prescription Dosage Instructions, As Needed; Pro re nata
SSN	Social Security Number
TMA	TRICARE Management Activity (previous name for DHA)